



Marathon Products, Inc.



MARATHON
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At A Glance

Marathon Product Inc. is a small manufacturer and global supplier of data collecting devices used for documenting environmentally sensitive products during transportation and stationary application. Their corporate headquarters are located in San Leandro, CA, and are committed to becoming the world's leader in design, manufacturing, and distributing sensor-based products for monitoring environmental conditions.

The Context

Before reaching out to ITS San Francisco in 2008, Marathon Products Inc. handled all their technology needs with an in-house IT department or on their own. Unfortunately, they realized that an in-house IT department wasn't able to handle all of their technology needs with the quality needed to effectively run their business and reach their goals. It was taking too much time to fix problems and slowing down their operations. ITS San Francisco suggested they upgrade their software and boost their security measures, as well as migrate to the cloud to increase their efficiency and speed up their business processes.



Current Status

Marathon Products Inc. now enjoys the benefits of ITS San Francisco's unlimited proactive tech support as well as any on-call support for issues that may arise in their offices. They have a more secure environment and are current with all the latest software updates.

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The Results

By partnering with ITS San Francisco, Marathon Products has come to appreciate the outstanding customer support they provide. They maintain a monthly contract for maintenance, upgrades, and problem-solving and are pleased with the response time and follow-up – even after the issues have been resolved. They feel that the costs associated with ITS San Francisco's services provide the benefits they need in today's technology environment. Marathon Products understands the importance of working with ITS San Francisco's professional and highly skilled support team and cannot imagine going back to handling their IT needs on their own.

Contact Intelligent Technical Services today to benefit from our expertise and strategic IT support services.

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