

### Client Problem

We received an urgent request for help from a phone and internet client that was having a critical issue with their IT. The client already had an external IT provider, but they had become unreachable, and the client did not know where else to turn.

### Our Solution

Our tech was already onsite troubleshooting voice issues that were the result of faulty hardware managed by the other IT company. We reached out to that company directly to assist, but their support was unresponsive to us as well. The client was hard down for 2 days before the problem was resolved.

### End Result

The client quickly moved their IT service to Digital Agent. Two years later, when asked what the pros and cons were of IT services with Digital Agent, they said "there are no cons". Response times went from days with their old IT provider to minutes with Digital Agent.

## About the Client

Pain Care is a multi-location medical clinic based in Atlanta, GA. They specialize in pain management and pride themselves on their hassle-free, high-quality patient care.

## About Us

Founded in 1998, Digital Agent combines the latest technical innovations with old-fashioned service values. We love technology and solving the problems that come with it. Our passion for our industry combined with our genuine stewardship mindset puts our customers at ease.