

## Zion Industries

### Business Profile

Zion Industries, Inc. is an induction heating services company that specializes in high volume heat treatment production, equipment, part development, and consulting.

### Key Outcomes

Provide Zion Industries with daily and monthly IT support.

### Industry

Induction Heat Treating

### TrueFit Solution

Recommended IT monitoring solution along with monthly support

### A Proactive and Strategic Approach Applied

#### Business Situation

Zion Industries was experiencing instability, server failures, and investing money in IT projects that were not yielding the intended benefits.

#### Solution

An IT assessment, followed by execution of recommended IT projects, and supported long-term by proactive network monitoring and management. TrueFit has become a valued business partner of Zion Industries, and is involved both strategically and in day-to-day operations.

#### Benefits

The initial assessment process produced an IT plan for Zion, which aligned the investment in technology with the goals of the business.

Proactive network monitoring and management provides the visibility into network and server performance necessary to plan server upgrades and other small projects with certainty, and the client is ensured that any investment is targeted at a real need. In addition, TrueFit is able to alert Zion to potential issues before they become downtime events, ensure that backups and virus protection are functioning properly, and provide a sense of security around the network and servers. Zion relies on TrueFit technical support for user- and network-related issues via our Help Desk Portal, creating a well-documented and managed support environment.

A real-world example:

*One of Zion's servers that provides mission-critical applications to users at three office locations experienced a Windows-based service crash. This particular service was responsible for printer assignment in a Citrix XenApp environment. TrueFit was able to detect the failure and restore the service before any printing issues occurred.*

### About TrueFit

TrueFit combines inspiration and collaboration to create technology solutions that truly fit a company's needs and enable that organization to work better, faster and smarter. Our technology solutions are business solutions that empower individuals and organizations to be more flexible, agile and responsive. TrueFit partners with companies and organizations in manufacturing, distribution, health care, financial services, professional services, and a host of other industries and professions. Founded in 1997, TrueFit is headquartered in Pittsburgh, PA. For more information, visit [www.truefitsolutions.com](http://www.truefitsolutions.com).

