

CASE STUDY

How ATOMIX LLC Finally Got a Website Built From Scratch and an IT Team That Sticks

After failed vendor searches, ATOMIX LLC gained a responsive team that built their website from scratch and now runs as their IT department.



Industry: E-Commerce Logistics And Supply Chain



Location: Milwaukee, WI



Services: Managed IT Services, IT Consulting & Projects

Executive Summary

ATOMIX LLC struggled to find a web development team that could keep pace with its ever-changing needs and its expectation of straightforward, no-nonsense service. SAM IT Solutions built their website design and functionality from the ground up, then stayed on as the company's functioning IT team, handling a continuous stream of change requests without added delay.

SAM IT Solutions's Approach

Key Actions

- Embedded as the client's dedicated outsourced IT team to support ongoing technology needs.
- Built the client's website design and functionality from the ground up to match their vision.
- Stayed responsive to a steady stream of changes 'no matter how many we throw at him (there are many).'
- Adopted a flexible delivery model to accommodate constantly evolving business requirements.
- Ran a straightforward engagement with 'no up-selling or senselessness,' the client's words for prior vendor failures.

Results

- Built a fully custom website, design and functionality from the ground up, on budget and, per the client, in an 'impressive time frame.
- Became the client's functioning IT team, handling a continuous stream of change requests without added delay.
- Resolved the client's long-standing search for a web development partner that fit their needs.

Challenges

- Struggled to find a web development team that fit their vision and long-term operational needs.
- Grew frustrated with prior vendors that failed to deliver the responsiveness they required.
- Faced constantly shifting requirements that demanded a flexible, fast-moving technology partner.
- Needed a straightforward partner without up-selling or unnecessary complexity from past experiences.
- Lacked a reliable internal IT function to support a dynamic, ever-changing business.

Solutions

- Delivered a fully custom website with design and functionality built from scratch.
- Provided an ongoing managed IT role, effectively serving as the client's internal IT team.
- Established an adaptive service model able to absorb frequent scope and requirement changes.
- Delivered a knowledge-led engagement with no up-selling, focused on real business value.

"We have worked with Sam and his team for a while now and very much value our relationship, as they have become our company's IT team. Sam is quickly responsive to changes and requests no matter how many we throw at him (there are many), and is able to accommodate our company's ever-changing needs. We have been able to build our website design and functionality from the ground up within a moderate budget and impressive time frame. We had grown frustrated with an inability to find what we were looking for in a web development team, but have found it with Sam's group. I very much appreciate their knowledge and straightforward approach to business; no up-selling or senselessness. Highly recommend."

Ready for an IT Team That Adapts?

Get responsive, transparent IT and web support built around your ever-changing business needs.

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