

Lavelle Machine, Westford MA

Order Processing Backlog Caused Chaos and Confusion: Westford Precision Manufacturer Has No Tolerance for Computer Downtime

Ed Lavelle, the owner of Lavelle Machine, an ISO 9001-2000 certified, FDA-registered, CNC precision manufacturing company in Westford, Massachusetts, works with tight tolerances in the highly demanding medical field. You wouldn't be surprised that he has no tolerance for computer downtime.

Downtime Caused Chaos, Confusion and Lost Productivity

Before finding MLANS, Ed says, "Downtime was common especially after installing or upgrading software. Our systems were not able to handle these issues. Our office computer system in general was not up to date with the latest technology available to us. It was a struggle. Our system would go down or be very slow causing our team to scramble. Even when the computers were up, the time to process orders was longer than we liked. For a manufacturer in the medical industry, it is imperative that we have accuracy, efficiency and dependability. We needed the best technology and advice available. The productivity cost was incalculable."

Ed's previous computer support company specialized in hardware sales with support service on the side. "We might have a down system for a couple of days, and they weren't sure what was going wrong when they came in. We were not what they specialized in, and it was very expensive here to have a down system," says Ed.

"He Put All of the Pieces of the Puzzle Together"

When Ed met Mark Aronson, who was recommended by an associate, Ed says, "Mark made us feel comfortable because he knew what he was talking about. We were happy with the way he presented things. He made some recommendations right away that

made sense to us and put all the pieces of the puzzle together."

"We were very impressed when he came in and made the problems go away. Down systems were no longer the topic of conversation. Mark certainly given us a lot more speed in the systems that we didn't know was available to us. He updated systems and software and made our backup systems and firewall work better," Ed states.

"We're Starting to Take the Computers for Granted Now, Like Turning on the Lights, and We Don't Have to Hold Our Breath!"

Now that Ed is working with Mark, he says, "It is a comfort factor knowing that Mark has been very responsive and always returns calls immediately. As a manufacturing outfit, we don't want to hassle. Computers are not our forte but they are very important. We need to have it up and running immediately. It affects the support in the office for purchasing and expediting."



Ed Lavelle

"We're actually starting to take the computers for granted now, like turning on the lights, and we don't have to hold our breath! That's good because we are on to other priorities now. It becomes a BIG issue when you do not have that luxury. It only comes up now when we're in a panic mode or need to upgrade."

"I would recommend him to a manufacturer. I've already recommended him to other businesses. He made a problem go away and we appreciate it. Mark has been very responsive. Everything we've asked has happened. It is very much appreciated that we don't have the down systems."