



GREAT PLAINS
COMMUNICATIONS
CASE STUDY

Many of the services we offer to our clients are remotely managed. So, a reliable Internet connection is foundational to us. We get excellent reliability from Great Plains Communications.

MATT CUNNINGHAM, GENERAL
MANAGER/SYSTEMS ADMINISTRATOR
TOTAL TECH CONNECTION

COMPANY

Total Tech Connection

LOCATION

Batesville, IN

INDUSTRY


Technology

SERVICES

Total Tech Connection has been locally owned and operated since 2013. It serves business clients in southeastern Indiana, Ohio, and northern Kentucky, providing technology solutions including sales, service, repair, and support.

888-343-8014

gpcom.com/business



Total Tech Connection operates as a managed IT service provider for businesses throughout southeastern Indiana and beyond. It offers technology solutions including:

- New computer sales and setups
- Computer repair and maintenance
- Malware and spyware removal
- Hardware upgrades
- Rack and tower server sales
- Wireless networks
- Support for managed services such as email
- Security through managed firewalls and endpoint

The primary goals of Total Tech Connection are to make technology easy for clients, create a worry-free experience, and keep all systems running smoothly. Depending on their needs and preferences, clients can choose in-store support, remote support, or on-site support from the experienced Total Tech Connection team.



Matt Cunningham is the General Manager / Systems Administrator for Total Tech Connection. In that role, he wears many hats, which include sales and general IT support. One thing he doesn't have to do is spend time dealing with Internet problems, since Total Tech Connection uses Great Plains Communications Internet service.

"Great Plains Communications helped us choose the correct Internet package for us, so we'd have what we needed to work efficiently. It's essential for us to have reliable Internet connections when we provide remote support to our clients," Cunningham said.

He added, "I think the partnership between Total Tech Connection and Great Plains Communications will only strengthen in the years ahead. We look forward to their growth and expansion, since it will mean Great Plains Communications will be able to offer Internet service to more of our clients — some of whom currently struggle with Internet service providers that are slow to respond with support. We recommend Great Plains Communications to our clients whenever possible, because Great Plains provides one-on-one service and attention to detail."

Great Plains Communications gives us local sales support, which has been key to helping us help our clients make the proper technology decisions. They know our clients, and they know our clients' businesses.

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