



I.T. MATTERS, INC.

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Solutions & Success

The Inside Story



**Client
Industry
Respondent**

Ker & Downey
Travel
David Marek, President & CEO

I.T. Matters Delivers IT Support That Ker & Downey Can Believe In

Ker & Downey is a luxury travel company and tour operator, providing services to facilitate and manage travel packages both for agencies and direct clients. They want their client's journey to be transformative, and they take the time and effort to make sure that happens. They understand the needs of the discerning client and be able to think creatively when crafting customized itineraries. A considerable portion of their business is conducted online and over the phone, making their IT systems critical to their success.

That's why they've chosen to work with I.T. Matters.



Before I.T. Matters, Ker & Downey Had Ongoing IT Problems

“We had some servers we were having issues with, and these things just weren’t being resolved,” says David Marek, President & CEO, Ker & Downey. “I had no idea if they were telling me the right thing or not.”

Unfortunately, prior to working with I.T. Matters, Ker & Downey struggled with their IT support. Ongoing issues with their servers weren’t being properly addressed, leading to ongoing effects on their productivity and quality of service.

Eventually, the Ker & Downey staff had had enough. They began looking for another IT company, one that would deliver on their promises and solve problems for good. They eventually got in touch with I.T. Matters and were immediately impressed by their candor and confidence.

“I talked to a lot of IT companies and stuff, but the thing that struck me about I.T. Matters was their sincerity,” says David. “It was obvious they weren’t blowing smoke.”

I.T. Matters Assessed Ker & Downey's Systems And Showed Them What Needed To Be Done

Leading off of their first impression, I.T. Matters was brought in to assess Ker & Downey's systems and provide suggestions as to how to resolve ongoing issues. The I.T. Matters team evaluated Ker & Downey's environment and determined a course of action to remediate any critical problems.

"So, that's when I brought in I.T. Matters, and they appraised our system, and they had a frank discussion about what we needed to do and how we needed to do it," says David. "We've dealt with a lot of vendors and suppliers, and I don't think I've had anyone do exactly what they said they were going to do, when they were going to do it, and in as professional a manner as I.T. Matters has done."

More than anything else, David and his team were impressed with how I.T. Matters followed through on each and every point they brought up both in the initial meeting and in the IT evaluation. Nothing was exaggerated or reneged upon; they were true to their word.





I.T. Matters Goes Above Beyond To Help Ker & Downey

I.T. Matters' support for Ker & Downey goes beyond that general support. Over their time working together, I.T. Matters has been there to help Ker & Downey solve any issues that cropped up, often in ways that other vendors were unable to match. In particular, the I.T. Matters team has gone beyond its role by also helping Ker & Downey to manage their vendors whenever an issue arises.

"I never viewed that as their job, to get involved with that," says David. "I always felt it was our job to deal with the company we hired, but they've always jumped in on this stuff and resolved it. They've gone above and beyond on things that weren't even their responsibility."

No matter what Ker & Downey needs, they know I.T. Matters will be there to help them. Throughout the COVID-19 pandemic, I.T. Matters has been a reliable source of assistance.

"Even during COVID when things were tight, they helped us put in a new phone system, they helped us migrate from an old operating system to a new system," says David. "Any new projects that we wanted to do that would help our company, they've been right there for us. I just can't praise them enough."

Ker & Downey Trusts In I.T. Matters For All Things IT

In their time working together, Ker & Downey and I.T. Matters have developed an effective partnership. David and the staff know they can always rely on I.T. Matters to be there when they need them, and keep their priorities in mind with any new projects.



I just can't commend them enough on what they've done and how they've treated us, It's amazing how good they are at what they do, and it shows."

- David Marek,
President & CEO, Ker & Downey



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