



## CASE STUDY

### Vitrierie Longueuil Inc. | Proactive IT Support That Makes a Real Difference

After years of frustrating experiences with IT providers, Vitrierie Longueuil Inc. needed a partner who could deliver reliable service, fair pricing, and real solutions. Proximit stepped in with responsive support, proactive guidance, and a level of service that transformed their day-to-day operations.

**CLIENT:** Vitrierie Longueuil Inc.



**INDUSTRY:** Glass & glazing contractor

**LOCATION:** Longueuil, Quebec, CA

**SERVICES:** Custom glass fabrication and installation, glass repair/replacement, and other glazing solutions

#### ABOUT VITRERIE LONGUEUIL INC.

Vitrierie Longueuil Inc. specializes in the sale of residential and commercial glass products and services. Based in Longueuil, Québec, the company supports a wide range of glazing needs, serving both homeowners and businesses that rely on efficient operations and dependable internal systems.

#### THE CHALLENGE

Before working with Proximit, Vitrierie Longueuil Inc. had partnered with several IT providers, each resulting in disappointing experiences.

Service fees were often high, problems were difficult and costly to resolve, and support was inconsistent. Issues were passed between technicians with varying levels of expertise, frequently resulting in partial fixes rather than lasting solutions.

Beyond reactive support, there was also a lack of proactive guidance. Problems were addressed only after they became urgent, increasing risk, downtime, and frustration.

#### THE PROXIMIT SOLUTION

Proximit delivered a higher standard of IT service focused on responsiveness, competence, and prevention—not just reaction.

Proximit:

- Provided fast, enthusiastic, and effective support when issues arose
- Delivered consistent service quality, even at the base service level
- Resolved long-standing technical issues that had previously gone unaddressed
- Optimized existing processes to improve efficiency
- Took a proactive approach by analyzing the network and recommending improvements
- Helped strengthen security, performance, and overall system reliability

Instead of waiting for problems to occur, Proximit focused on reducing risk and preventing disruptions before they impacted the business.

#### THE RESULT

Vitrierie Longueuil Inc. now benefits from:

- Reliable, high-quality IT support at a fair cost
- Faster resolution of issues without unnecessary escalation
- Proactive recommendations that reduce risk and improve performance
- Optimized processes that increase operational efficiency
- A long-term IT partner they trust



#### WHAT VITRERIE LONGUEUIL INC. SAYS ABOUT WORKING WITH PROXIMIT

*“Before working with Proximit, our experience with other IT providers was consistently disappointing. Service was expensive, inconsistent, and even small issues were difficult to resolve.*

*Proximit delivers exceptional service at a reasonable cost. Their team responds quickly, provides effective solutions, and takes a proactive approach. As long as they maintain this level of service, there is no reason for us to change IT providers.”*

— Jonathan Robert, General Manager, Vitrierie Longueuil Inc.

