CASE STUDY

Clear Device Visibility Across Mac And PC Environments

Unified support delivers full device oversight, improving system health, awareness, and day-to-day IT confidence.

<2 Hr Response Time For Onsite Support

<1 Hr Avg. Issue Resolution Time

22+ Years Of Service

150+ Companies Supported

Overview / Summary

APC Integrated partnered with Downtown Boston Business Improvement District to bring clarity and control to a mixed device environment. The focus was on creating consistent visibility across both Mac and PC systems while simplifying day to day oversight.

By supporting every endpoint through a unified approach, APC Integrated delivered greater insight into device health and performance, giving the organization a clearer understanding of its IT environment than ever before.

Business Challenge & History

Downtown Boston Business Improvement District needed stronger insight into its growing device landscape without adding complexity to daily operations. The challenge was gaining clarity across different platforms while maintaining consistent support.

- Managing both Mac and PC devices without a unified support model limited visibility into device status and health, making it difficult to understand performance issues before they affected users.

- Lacking centralized insight across endpoints reduced confidence in day to day IT oversight and made it harder to spot patterns, risks, or declining system health early.

- Supporting diverse devices through fragmented tools and processes created gaps in awareness, preventing the organization from having a clear and complete view of its IT environment.

"

"We love that APC supports all our devices, both Macs and PCs, providing us with a level of visibility into their status and health that was not available to us before"

Rose Boardman, CFO of Downtown Boston Business improvement District

📞 (888)761-7217   🌐 apcintegrated.com

The Solution

APC Integrated implemented a unified support approach designed to bring consistency and transparency to a diverse device environment. The solution focused on visibility, control, and dependable day to day management.

- Delivered comprehensive device support across both Mac and PC systems, removing platform silos and simplifying ongoing IT oversight.
- Introduced tools and processes that provided clear visibility into device status and health, allowing potential issues to be identified earlier and managed more effectively.
- Centralized monitoring and support to create a single source of insight into the IT environment, improving confidence in system performance and long term reliability.

The Benefits or Outcomes

Downtown Boston Business Improvement District gained clearer oversight of its entire device ecosystem through unified Mac and PC support. With improved visibility into device health, the organization now operates with greater awareness, confidence, and consistency across its IT environment.

Going Forward

Going forward, APC Integrated continues to support full device visibility and consistent oversight as the organization's IT environment evolves.

Gain Clear Visibility Across Every Device

Get round-the-clock support that delivers deeper insight, control, and confidence across your entire IT environment daily.

Get Help Now