



Thatch

Where Technology Meets Trust.

CASE STUDIES & TESTIMONIALS

EMERALD BIOAGRICULTURE

- Challenge:** A small company needing responsive IT help without hiring full-time staff.
- Solution:** Thatch acted as an outsourced IT department, offering prompt, reliable support.
- Testimonial:** "Prompt response, excellent work, timely follow up – as a small company, working with Thatch is like having your own internal IT staff – only better!"
- Michael Day
- Results:**
- ✓ Faster response than an in-house team
 - ✓ No HR or payroll burdens
 - ✓ Proactive follow-ups
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ZENITH VENTURES

- Challenge:** Managing IT for multiple commercial locations efficiently.
- Solution:** Thatch provided fast, professional support across all sites with no hidden costs.
- Testimonial:** *"Thatch is absolutely amazing!! We use them at two of our commercial locations. They are quick, efficient, cost effective, and very professional. I couldn't speak more highly of this company!!! Thank you Thatch!"*
- Tammi Portera
- Results:**
- ✓ Seamless multi-location IT management
 - ✓ Quick, budget-friendly service
 - ✓ Consistent professionalism
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SIKA ADVANCED RESINS

Challenge: Needed long-term IT support with strategic upgrades to improve systems.

Solution: Thatch delivered timely, budget-friendly IT management and future-proofing recommendations.

Testimonial: "We have worked with Thatch Computer Consulting for 8 years. They have provided excellent support in a timely, cost-effective manner. They also have given useful recommendations on hardware and software upgrades to improve system capabilities. Highly recommended."

- Mike Munsell

Results:

- ✓ 8+ years of trusted IT partnership
- ✓ Cost-effective solutions with proactive upgrades
- ✓ Enhanced system performance

NORTON EYE CARE

Challenge: A critical network failure during an ISP transition threatened business operations.

Solution: Thatch delivered immediate remote troubleshooting and next-day on-site support with transparent recommendations.

Testimonial: "I cannot recommend Thatch Computer Consulting enough!! I had an issue with our businesses network when transitioning internet service providers. I called Thatch and while I was explaining the issue and having a conversation with the owner, the assigned tech called me. Quickest service I have ever received. Upon talking to the tech, they were willing to come out the same day but it was not necessary and scheduled to have him come out the next day. He was super helpful and went over everything with me while fixing the issues and provided recommendations. These folks were all extremely helpful and I could really tell they took pride in their business. I also very much appreciated the no-nonsense and no-pressure information they provided. They are clearly not in the business of over-selling or telling you what you don't need. The issue was resolved in less than an hour and our staff was not inconvenienced! We will be using them in the future!"

- Andrew Norton

Results:

- ✓ Same-day response & next-day onsite support
- ✓ No-pressure, honest IT advice
- ✓ Minimal downtime—fixed in under an hour

MECA CO-OP

- Challenge:** A small business needing reliable, dedicated IT support without an in-house team.
- Solution:** Thatch provided a virtual IT department with a primary support technician and backup, ensuring fast, personalized service.
- Testimonial:** "We've been working with Thatch Computer Consulting as our virtual IT department for several years now and have been very happy with the service they provide. We have a designated primary support technician to contact for service requests (as well as a designated back-up if our primary is not available), which means they know us and understand our unique technological needs whenever we call. The team is very responsive and persistent in finding solutions and/or making no-nonsense recommendations. We operate a small business but always feel like our service calls are top priority."
- Douglas Snitgen
- Results:**
- ✓ Consistent, long-term IT partnership
 - ✓ Dedicated technician for personalized support
 - ✓ Fast response times with no-nonsense solutions