ALLTEK

CASE STUDY

The Right Managed IT Support Provider Helps TENKOZ Scale Operations

Stable systems and responsive service support long-term growth and high claim volume.

CLIENT: Tenkoz

TENKŌZ

INDUSTRY: Wholesale

LOCATION: Alpharetta, Georgia

SERVICES: Wholesale retail crop protection products for retailers, farmers, and ranchers, distribution

Executive Summary

Tenkoz needed dependable IT support that could keep pace with company growth and rising operational demand. Before working with Alltek, the organization relied on hourly support that could not respond fast enough when issues occurred. After forming a long-term partnership, Tenco Services gained reliable infrastructure, consistent responsiveness, and scalable IT systems.

Challenges

- Slow response times from a pay-by-the-hour IT provider
- Technology issues that required immediate attention to avoid workflow delays
- Rapid business growth that increased system demand
- Need for stable systems that support continuous operations

Alltek's Approach

Alltek focused on building reliable infrastructure and maintaining a responsive partnership that allowed Tenco Services to focus on daily operations.

Key Actions

- Implemented structured IT support with fast response when issues arise
- Maintained reliable systems that scale with increasing operational volume
- Introduced protection measures that reduce downtime impact
- Provided consistent communication and dependable service

Solutions

- Reliable infrastructure designed to support operations
- Responsive support that minimizes workflow disruption
- Long-term technology management aligned with business expansion
- A partnership model built on trust and clear responsibilities

Results

- Operational growth from about $35 million to handling approximately $2.5 billion in annual cash flow
- Operational volume increased from roughly 5,000 to 10,000 transactions to about 75,000 to 80,000 annually
- Downtime is limited to less than one day due to strong protections and rapid response

Looking for reliable IT support that grows with your organization?

Alltek delivers responsive service and stable systems that help businesses operate with confidence.

Get Help Now

(888) 811-1601

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