Mickey Truck Bodies Lost Phones and Email. GiaSpace Fixed It in an Hour.

A failed network switch cut off phones, email, and invoicing at Mickey's Ocala service center while the company's IT team sat at headquarters in North Carolina. GiaSpace founder Rob Giannini was on site within 45 minutes.



THE SHORT VERSION

Mickey Truck Bodies, a truck body and trailer manufacturer founded in 1904, lost phones, email, and invoicing at its Ocala, Florida service center when a network switch failed. The company's IT team in High Point, North Carolina, could not fix the hardware remotely. GiaSpace founder Rob Giannini was on site within 45 minutes of the call and had the office back up that evening in under an hour.

Inside: what failed, why remote troubleshooting could not fix it, and four habits that shorten the next outage at any company with more than one location.

AT A GLANCE

CLIENT
Mickey Truck Bodies

INDUSTRY
Truck body and trailer manufacturing

LOCATION
Ocala, Florida service center

HEADQUARTERS
High Point, North Carolina

FOUNDED
1904

CLIENT SINCE
2023

SERVICE
Emergency on-site IT support

1 Switch

Took down phones, email, and invoicing at once

45 Minutes

From Mickey's call to Rob Giannini walking in the door

Under 1 Hour

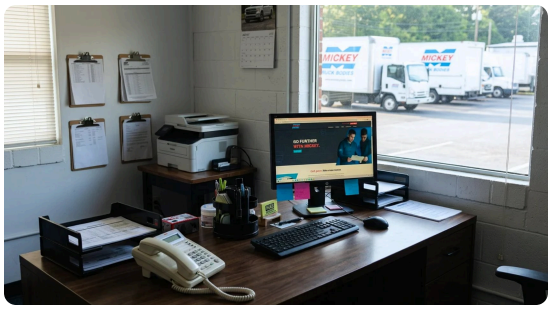
To diagnose and resolve the switch problem

What Happened at the Ocala Service Center?

Mickey's Ocala service center reconditions truck bodies and trailers, and its customers count on it to keep fleets on the road. When the switch connecting the office's phones and computers failed at 10:43 one morning, calls, email, and invoicing all stopped. Office manager Deb Myers, who handles invoicing, calls, and parts sales, called it "dead in the water for the better part of a day."

Why Could Remote IT Not Fix It?

Mickey's IT department works from High Point and troubleshot from a distance most of the day, with Deb sending pictures, videos, and FaceTime calls. A failed switch is a hardware problem, though, and this one was the very thing connecting Ocala to the people trying to help. The team called several providers before it got hold of Rob Giannini at GiaSpace.



The Ocala office: phones, email, and invoicing all ran through one switch.



Mickey customers rely on the Ocala center for the parts and service that keep fleets on the road.

How the Call Went

01 · 10:43 AM

The Switch Fails

Phones, email, and invoicing go down in the Ocala office.

02 · MOST OF THE DAY

Remote Troubleshooting

Corporate IT in High Point works the problem from a distance.

03 · THE CALL

Mickey Contacts GiaSpace

The repair needs someone in the building.

04 · WITHIN 45 MINUTES

Rob On Site

GiaSpace founder Rob Giannini arrives after closing time.

05 · UNDER AN HOUR LATER

Problem Resolved

The switch problem is diagnosed and fixed that evening.

06 · NEXT MORNING

Business as Usual

The office opens with everything working.

Why Does a North Carolina IT Team Keep a Florida MSP's Number?

Corporate IT still runs Mickey's systems from High Point. What it could not do was put hands on a switch more than 500 miles away. For the problems that need a person in the building, Ocala now has one.

> **"I spoke with our IT department after Rob had left, and we both agreed that we're keeping the number on hand. They'll be the man on the ground, so to speak."**
>
> DEB MYERS, OFFICE MANAGER

Four Habits That Shorten the Next Outage

Most multi-site companies run IT from one office. That works until a problem needs hands on hardware somewhere else. These four habits cost almost nothing and turn a lost day into a lost hour.



Mickey's service center customers count on it to keep fleets on the road.

01 **Line Up Local Help Before You Need It**
Find an IT provider near each remote location and save the number now, not during the outage.

02 **Give the Remote Team Eyes**
A photo or video call from the network closet shows corporate IT what you see.

03 **Replace Aging Equipment on a Schedule**
A planned replacement is easier on everyone than an unplanned one.

04 **Teach Staff to Describe the Problem**
Which lights are on, what changed, and what they have already tried.

"He was able to be here within 45 minutes, which was remarkable. We had already closed for the day. He had the problem diagnosed very quickly upon arrival, and we were up and running that evening."

DEB MYERS, OFFICE MANAGER, MICKEY TRUCK BODIES



Is Your IT Department in Another State?

That was me in Ocala that evening. Some problems need a person in the building, and a 15-minute fit call with me is enough to see whether GiaSpace is a good fit for your Florida location. No pitch and no pressure.

Book your 15-minute fit call at
gainesville.giaspace.com/schedule-expert-it-support-with-rob-giannini-giaspace-booking
or call (352) 309-2208

ROB GIANNINI, FOUNDER AND CEO, GIASPACE