



# Conway Township Maximizes Productivity and Keeps Operations Running by Partnering with Applied Innovation



**Industry:** Government  
**Services Used:** Managed IT  
Managed Print Services

“The best thing about Applied Innovation is there is always someone there. Whenever we call, they jump on an issue and resolve it quickly... When it comes to our network and uptime, the size of their staff provides an instant response and can solve everything over the phone or remotely.”

**ELIZABETH WHITT**  
Conway Township

## Customer Challenge

Conway Township, a rural community in Livingston County, Michigan, faced network reliability challenges that hampered productivity. With staff only working two days a week, any network downtime had a severe impact on their ability to serve the community effectively. Seeking improved and reliable IT support became critical to ensure their operations were uninterrupted.

## Applied Solutions

Having an existing relationship with Applied Innovation, Conway Township turned to their technology experts for a comprehensive managed network service package. Applied Innovation implemented a tailored plan, including computer replacements, server upgrades, enhanced network security measures, and a robust disaster recovery plan. With Applied’s responsive support team, any network issues were addressed promptly, ensuring maximum uptime for Conway Township’s staff.

## The Benefits

Immediate response time from Applied’s Help Desk

Peace of mind knowing that data is securely backed up

Increased uptime ensures maximum productivity for staff despite limited workdays

Support from Applied technology experts enhances operational efficiency

Regular recommendations to keep technology current and secure



At Applied Innovation, we have over 35 years of technology expertise, 500+ team members, world-class brand partners, and a passion you’ll rarely find in a business like ours. Plus, as an independent dealer, we have the autonomy to always do what’s right for you.

Whether your goal is adopting new technologies, making smarter use of the tools you already use, or maybe a mix of both, our people are always available. And always happy to help.