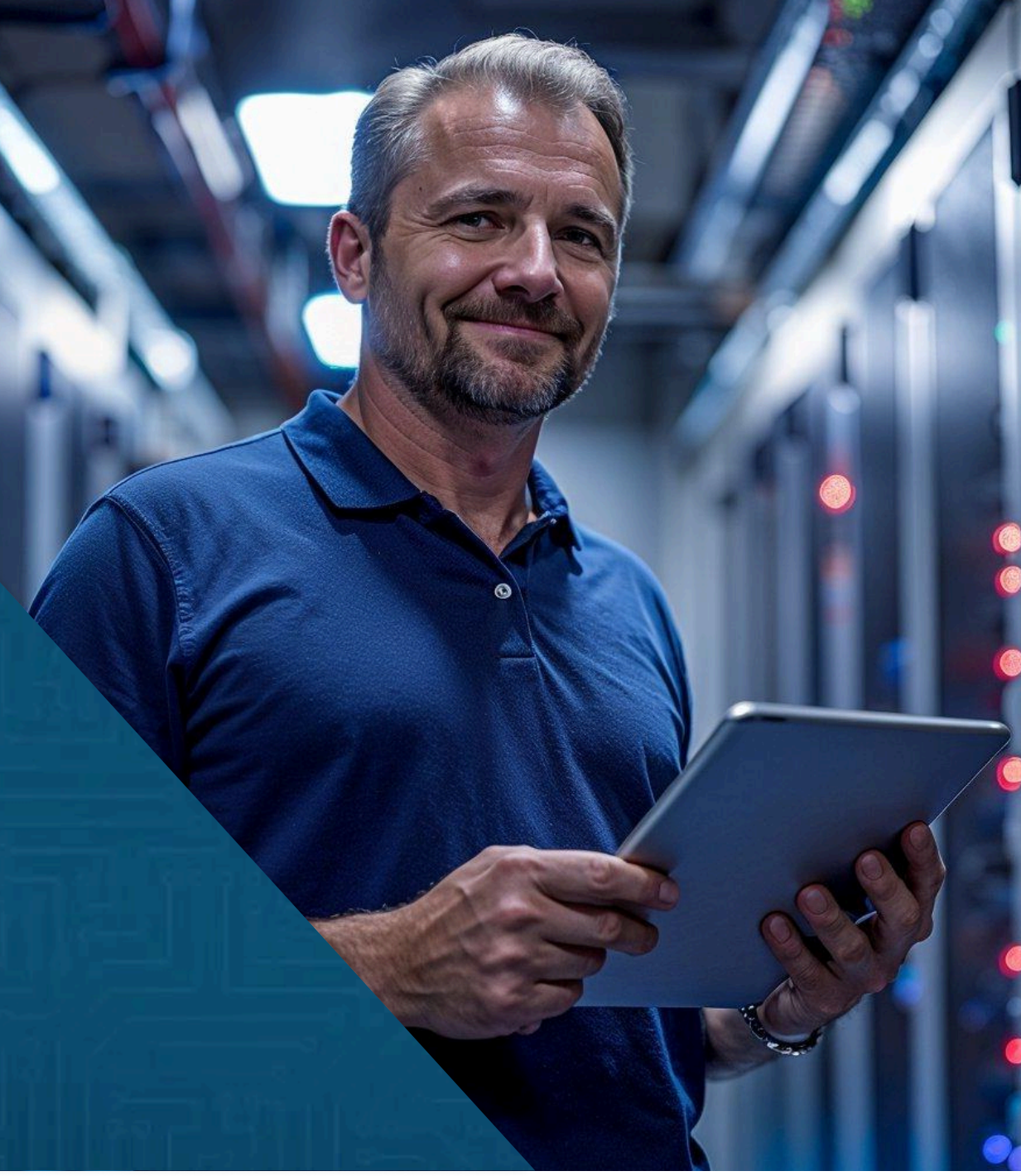


CASE STUDY

Responsive IT Support Strengthens Remote Operations For Epoch Everlasting Play

Link High Technologies' fast IT helpdesk response keeps teams productive and connected.



CLIENT: Epoch Everlasting Play



INDUSTRY: Manufacturing & Wholesale

LOCATION: Global operations with North American HQ in Pine Brook, New Jersey

SERVICES: Toy design, manufacturing, and distribution

Executive Summary

Epoch Everlasting Play needed dependable IT support to keep its remote workforce running smoothly. Link High Technologies delivered rapid response times, clear communication, and hands-on assistance that helped employees resolve issues quickly and stay productive.

Challenges

- Needed reliable IT helpdesk support for a fully remote team
- Required fast responses when employees submitted support requests
- Needed clear guidance for troubleshooting technical issues
- Sought an approachable, service-focused IT partner

Link High's Approach

Link High Technologies supported Epoch Everlasting Play with responsive assistance and consistent communication designed to keep remote employees working without interruption.

Key Actions

- Returned IT helpdesk calls within minutes of each request
- Provided personal, step-by-step troubleshooting
- Offered video support when employees needed hands-on guidance

Solutions

- Rapid IT support for all remote employees
- Clear communication through phone, email, and video support
- Direct assistance to resolve connectivity and equipment issues
- Reliable partnership focused on employee productivity

Results

- Employees received support within minutes of reaching out
- Remote work remained stable and productive
- Strong trust in Link High's responsiveness and service quality



"My company uses Link High for our help desk and they are always amazing! We all work remotely so when we need help with anything technology-related, we send Link High an email and within 10 minutes (usually less), have a return call from the LH team. Once I had an issue with plugging all my equipment in properly and one of the team members FaceTime me until we got it all sorted out. These guys are the best in the biz, as far as I'm concerned!"

- Laurie B.

Need IT support that keeps your remote team productive?

Link High Technologies delivers fast, reliable IT helpdesk services that keep your staff working without delays.

[Get Help Now](#)