



CASE STUDY

How TPL Lighting Transformed Operations with Technique's IT Partnership

A seamless, business-focused IT modernization that simplified support, improved response times, and accelerated company growth.



Average Resolution Under An Hour



93% First-Call Issue Resolution Rate



100% IT Issue Reduction After 3 Months



15-Day Onboarding

Overview / Summary

TPL Lighting partnered with Technique to eliminate fragmented support and simplify their complex IT structure. Before the partnership, managing issues through multiple providers was slow and inefficient.

Technique became a strategic technology partner, focusing on business alignment and dependable support.

With a comprehensive IT Modernization Plan, the team delivered a smooth, human-centric transition that strengthened communication and reduced escalations.

Their innovative, cost-effective solutions continue to streamline operations, turning what began as a service engagement into a trusted, growth-focused partnership.



Business Challenge & History

TPL Lighting was facing recurring IT disruptions that affected daily productivity and internal communication.

Managing multiple vendors for every issue had become time-consuming and inconsistent, leaving the team without a clear point of accountability.

The company needed a reliable partner who could both simplify operations and understand the unique rhythm of their business.

Key challenges included:

- Fragmented IT support that forced staff to juggle multiple vendors for even minor issues.
- Slow and inconsistent response times, creating unnecessary downtime and missed opportunities.
- Technology decisions that felt disconnected from business goals, limiting overall growth.
- A lack of proactive oversight, leading to recurring technical issues instead of long-term stability.

The Solution

Technique redefined TPL Lighting's IT experience through a structured and people-first strategy.

Their goal was to simplify processes, enhance reliability, and build a partnership rooted in responsiveness and transparency.

Key solutions included:

- A custom IT Modernization Plan built around TPL Lighting's operations and growth objectives.
- Single-point support structure replacing multiple vendors, creating faster and clearer communication.
- A human-centric transition that emphasized professionalism, collaboration, and smooth onboarding.
- Consistent monthly status calls to review progress, share insights, and plan future improvements.
- Delivery of innovative, cost-effective solutions that improved system performance and long-term value.

Going Forward

TPL Lighting continues to partner with Technique to evolve their IT strategy and sustain long-term efficiency. With ongoing collaboration, proactive monitoring, and regular performance reviews, the company remains confident that its technology will continue to support innovation, adaptability, and future growth.

The Benefits or Outcomes

Partnering with Technique delivered measurable operational improvements and strengthened TPL Lighting's confidence in their IT environment.

The shift from fragmented support to a unified, proactive model allowed their team to focus on business growth rather than technical roadblocks.

Key benefits included:

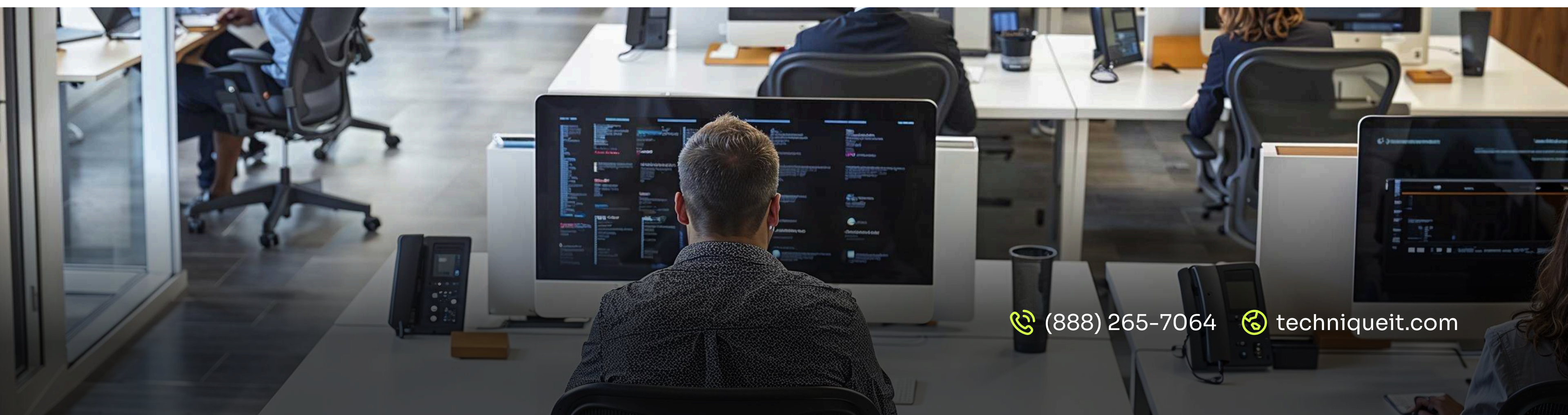
- Noticeably faster response times, minimizing disruptions and keeping operations running smoothly.
- A streamlined support process that reduced internal escalations and improved communication.
- Enhanced accountability and transparency, with a single partner managing all IT needs.
- Ongoing innovation through monthly reviews that identify new opportunities for efficiency.
- Greater overall stability and trust, turning IT from a reactive necessity into a strategic advantage.



“Technique’s leadership quickly grasped the intricacies of our market and crafted a comprehensive IT Modernization Plan tailored to our needs. Their team facilitated the transition with a human-centric approach, professionalism, and the urgency we required”



Dayna Bradley, President,
TPL Lighting



Solutions Deep Dive

Technique began by creating a custom IT Modernization Plan that mapped directly to TPL Lighting's operational needs.

This approach replaced fragmented vendor management with a single, accountable partner who understood both the business goals and the technical landscape.

The rollout was designed with a human-first focus, ensuring every step was handled with clarity and urgency. By simplifying communication channels, Technique reduced friction between departments and fostered a more connected, productive workflow.

Through regular status calls and ongoing optimization, Technique continues to introduce forward-thinking solutions that enhance performance and reliability.

Each recommendation is driven by measurable outcomes, ensuring TPL Lighting's IT remains agile, efficient, and aligned with its growth trajectory

Where Technology Meets Partnership and Lasting Growth

TPL Lighting's experience with Technique goes beyond technical solutions: it reflects a genuine collaboration built on trust and shared purpose.

By prioritizing responsiveness and strategic alignment, Technique helped transform IT from a reactive function into a growth-enabling partnership that supports every part of the business.

Today, this partnership continues to evolve through consistent communication, innovation, and a commitment to excellence. Technique's ability to anticipate needs and adapt solutions ensures that TPL Lighting stays future-ready, efficient, and confidently supported as they scale their success.

Start Building a Smarter, More Reliable IT Partnership Today

Discover how Technique transforms IT challenges into opportunities for growth with tailored, business-focused technology solutions.

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