

November 22, 2013

We have been working with Intivix for more than seven years. They created our infrastructure from the ground up, and we have been very happy with the service we've received. The team at Intivix is very quick to respond to issues from any of our employees, and are always available for on-site needs. They are very up-to-speed on the newest technology, and provide valuable information and suggestions regarding our current hardware or new equipment needs.

The Intivix team can often go above and beyond when working with us. There was an instance where Skiff offered to work on Wendy's computer overnight, and met her at a Starbucks on a Saturday to finish up, which was GREATLY appreciated. There have also been many times that Intivix has been able to assist employees having issues while traveling internationally. Having computer issues while overseas can be frustrating and distressing, but are much easier to deal with when Intivix is on the other end of the phone.

Another experience that made us very happy was when Rob brought us each an individual box of Alfajores for our own personal enjoyment.

In some cases, follow-up phone calls/emails from certain Intivix employees can be a bit excessive, and are clearly related to "ticket closing" goals as opposed to coming from a helpful standpoint.

We are incredibly happy with the team at Intivix and look forward to many more years! Lately, things have been awesome— NO COMPLAINTS!!

Wendy Gries and Cathy Haworth
BioVentrix, Inc.

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