

## CASE STUDY

# TorkWorx | Emergency IT Support That Resolves Issues on the First Call

When IT issues surfaced, TorkWorx couldn't afford drawn-out troubleshooting or multiple follow-ups. Problems needed to be addressed fully, with clear answers and a real fix before work could continue.

**CLIENT:** TorkWorx



**INDUSTRY:** Industrial bolting equipment & services for heavy industry and energy sectors

**LOCATION:** Spring, Texas, USA

**SERVICES:** Sale, rental, repair, calibration, and on-site bolting services including hydraulic torque tools and tensioning solutions

## About TorkWorx

TorkWorx specializes in the sale, rental, repair, and servicing of well-engineered solutions for industrial bolting applications. Their operations depend on reliable systems that support equipment management, service coordination, and day-to-day productivity in demanding environments.

## The Challenge

TorkWorx operates in environments where work doesn't stop when technology fails. When an issue comes up, it needs to be dealt with immediately and correctly. Repeated calls, partial fixes, or waiting for follow-ups create unnecessary delays and frustration. TorkWorx needed support that could step in during urgent situations and resolve the problem completely, without dragging the issue out.

## The ChaceTech Solution

ChaceTech provided responsive emergency IT support focused on resolving issues during the initial interaction.

ChaceTech:

- Responded quickly to emergency support requests
- Delivered direct, effective troubleshooting
- Resolved issues before the support call ended
- Reduced the need for repeat calls or follow-ups
- Ensured technicians stayed engaged until the issue was fully solved

## THE RESULT

TorkWorx now benefits from:

- Emergency IT support that resolves issues in a single interaction
- Faster recovery from urgent technical problems
- Fewer repeat calls and less downtime during critical moments
- Confidence that emergencies are handled thoroughly and efficiently



## What TorkWorx Says About Working With ChaceTech

*“Your team’s emergency response is great. I have never gotten off the phone with your technicians without my problem solved.”*

— Caleb C., TorkWorx

