



We Are Doing A Little Happy Dance This Month!

Idealogical has made it to the Canada's Top 50 Managed IT Companies



It gives us immense pleasure to announce that Idealogical Systems Inc. has made the list of Canada's 50 Best Managed IT Companies 2020.

This award is given annually to Canada's 50 best IT companies that demonstrate exceptional systems and processes based on the industry's best practices. It is a prestigious honour that recognizes the best of the best IT service providers within Canada.

We have been facilitating small and medium-sized businesses with their technology for 25 years now, helped several different companies to stabilize their technology.

This recognition is a little too special for us because our front-line staff has been tirelessly working to keep our client's business running effortlessly from the beginning of the pandemic.

Therefore, we are very grateful for this reward, which is an excellent morale-booster to our staff to continue to work hard and for our clients to take pride in their decision to trust the best in the industry for your business technology.

In the acceptance speech, our vice-president – Wayne Westernacher-Schneider, said, "We are very excited for receiving this award. It's good to see all the hard work we have been doing over the years by investing in improving our customer service and processes. This pandemic really put us to the test, and we excelled in our commitment towards our clients and continue to build more from there."

Talking about the assessment to qualify for the award, Wayne said, "The assessment was very thorough. It looked at every aspect of our business. It told us a lot about where we started and how far we've come over the years as an organization. We took something from the assessment, including this award, so we appreciate it all."

Additionally, we are thankful to the award organizers TechnoPlanet. They evaluated our capabilities of delivering exceptional IT service and acknowledged our service's high standard by adding us to their prestigious Top 50 managed IT companies list for 2020.

Lastly, all of us at Idealogical would like to assure all our clients, vendors, friends and family that we will continue to work hard and raise the bar of excellence to make them proud of us.

Another Feather To Idealogical Cap



For the 2nd consecutive year, we are recognized as the Top 3 Managed IT Service provider in Markham by [Three Best Rated](#).

Three Best Rated recognizes top 3 local businesses in key cities to help customers find the best local businesses. They consider business’s reviews, history, complaints, ratings, nearness, satisfaction, trust, cost, general excellence, reputation, and more, using their 50-Point Inspection.

Additionally, we have also been awarded as the Best Business of 2021 acknowledging our business excellence.



Idealogical Successfully Executed Sea-Level Operations For Service Desk in December 2020



From the inception of Idealogical, we have been rigorous about repeatable processes. We take pride in investing towards training our staff and purchasing top-rated industry tools to simplify complex processes into manageable responsibilities to minimize disruption through human errors.

Our process is the backbone of our ability to deliver predictable results when maintaining business technology for our clients.

Sea-level Operations is our latest investment in strengthening our already resilient service operations.

What is Sea-Level Operations?

The Sea-Level Operations Guide serves as a comprehensive client resource for industry best practices and processes. For a Managed IT business, Sea-Level Operations offers proven efficiencies in the areas of planning templates, policies and procedures.

In the past nine months, Idealogical has invested countless hours in implementing Sea-level processes, training staff and frictionless executions of the process. With the help of Sea-level expertise, we have started our path of operational excellence.

Starting Our New Year With High Customer Satisfaction



At Idealogical, customer feedback is an integral part of our growth. Your feedback highlights all aspects of your service and lets us know which area of our service needs improvement.

Your feedback, good or bad, helps us set our business goals, whether it is changing processes, hiring new technology experts or introduce new training modules for our staff. We have a dedicated team who reviews every close ticket feedback sent our way.

In January 2021, our CSAT score was 97.6%, with no negative reviews.

On behalf of everyone at Idealogical, we would like to thank all our end users for taking the time and leaving a review for our tech experts. Our helpdesk team works tirelessly to support our clients and keep their technology running frictionlessly. Our client feedback keeps us going, and it motivates us to deliver exceptional customer service tirelessly.



Superstar of the Month – Stephanie Lau

The Superstar for February is Stephanie Lau. Accepting the award, Stephanie said, it is an honour and privilege to win Superstar of the Month, but the reality is that superstars do not exist without the support of a fantastic cast. I want to thank my team at Idealogical for this honour because the truth is that I could not have done it without all your help and support. Thank you for being the true embodiment of our core value, “We Support Each Other Always.”