



Heating Up Efficiency: How XL.net Became the Furnace for Shavitz's IT Operations

"Partnering with XL.net has taken the technology burden off our team, letting us focus on what we do best — serving our customers. They're proactive, responsive, and always thinking a few steps ahead." - Bronson Shavitz, CEO



At a glance ▼

For over 100 years and four generations, Shavitz Heating and Air Conditioning has served Chicagoland with trusted HVAC services. Yet, managing a growing team of field technicians and office staff across modern systems posed new challenges. XL.net became Shavitz's long-term IT partner, providing responsive service desk support, proactive infrastructure management, and a future-ready technology roadmap. Today, Shavitz enjoys reliable operations, secure systems, and strategic planning — without pulling staff away from their core mission.

CHALLENGES ▼

Shavitz faced growing IT challenges as the company expanded. Supporting a dispersed team of office staff and field technicians required secure, reliable system access. Aging hardware and inconsistent practices led to downtime, inefficiencies, and increased support needs. Cybersecurity risks were rising, but the company hadn't budgeted for proactive defense. Without a clear IT roadmap, planning upgrades and managing budgets became difficult. These issues affected daily operations and limited scalability, making it harder to maintain service quality and efficiency while the business grew.

SOLUTIONS ▼

XL.net delivered a scalable, secure IT environment for both office and field teams. They introduced proactive support, standardized device management, and strategic planning to reduce downtime and boost performance. Cybersecurity was strengthened with layered protection, monitoring, and backups. XL.net also developed a clear IT roadmap to align with Shavitz's growth, simplifying budgeting and planning. By modernizing infrastructure and optimizing mobile support, XL.net improved efficiency, reduced risk, and helped Shavitz confidently scale its operations with reliable, secure systems.

BENEFITS ▼

1 Always-On Support

Staff across offices and in the field can count on XL.net to quickly resolve issues and keep business flowing.

2 IT Clarity & Control

Centralized documentation and proactive tracking of all IT assets provide full visibility.

3 Secure, Stable, and Scalable

From infrastructure to compliance, XL.net ensured Shavitz's systems are built for today and prepared for tomorrow.

KEY METRICS



80%

Reduction in
Common IT Issues



100%

Mobile Remote Staff
Support Coverage



847.282.5050



XL.net



Chicagoland