



CASE STUDY

LM Service Co | Reliable IT Support That Shows Up When It Matters

LM Service Co was frustrated with an IT provider that was never available. After partnering with radius180, they gained responsive support, hands-on help when needed, and a team that understands their IT needs.

CLIENT: LM Service Co



INDUSTRY: Mechanical contracting & building systems services

LOCATION: Pennsauken, New Jersey, USA

SERVICES: Commercial HVAC, electrical, plumbing, automation systems

ABOUT LM SERVICE CO

LM Service Co is a family- and veteran-owned mechanical contractor that provides commercial and industrial HVAC, electrical, plumbing, and building automation services, including installations, maintenance, and system support. Their teams rely on dependable technology to coordinate field work, communicate quickly, and respond to service needs.

THE CHALLENGE

LM Service Co's previous IT provider was rarely available when support was needed. Slow responses and limited engagement left their team struggling with technology issues that slowed work and caused unnecessary frustration.

They needed an IT partner who would be present, responsive, and aligned with how their business works, someone who could assist both remotely and on-site when necessary.

THE RADIUS180 SOLUTION

radius180 stepped in with responsiveness, accessibility, and knowledge that made a noticeable difference. Our approach included:

- Immediate and helpful responses when support was needed
- On-site visits whenever required
- Clear understanding of LM Service Co's technology needs
- Hands-on assistance that matched the organization's pace

Whether helping remotely or in person, radius180's team provided support that was thorough, timely, and attentive.

THE RESULT

By partnering with radius180, LM Service Co gained:

- Responsive IT support when and how they need it
- On-site assistance without barriers
- A partner who understands their business needs
- Technology support that actually keeps operations running

radius180's attentiveness and readiness to help have made technology less of a worry and more of a dependable part of how LM Service Co gets work done.

WHAT LM SERVICE CO SAYS ABOUT WORKING WITH RADIUS180

"Our previous IT company was never available, but radius180 has been the complete opposite. Jess had worked with them before, and Kim helped get everything set up smoothly. They're attentive, understanding of our IT needs, and always ready to help — even coming on-site whenever needed. Thorough, responsive, and truly knowledgeable, radius180 has been a great partner."

— LM Service Co

