



CASE STUDY

Austin Transit Partnership | IT Support With a Personal Touch

Austin Transit Partnership relies on Contigo for IT support that combines technical expertise with personable, friendly service, turning even major migrations into smoother, stress-free experiences.

CLIENT: Austin Transit Partnership



INDUSTRY: Public Transit Infrastructure

LOCATION: Austin, TX

SERVICES: Light Rail System

About Austin Transit Partnership

Austin Transit Partnership (ATP) is an independent organization responsible for implementing Project Connect, Austin’s citywide transit expansion program. Their mission is to design, build, and operate a high-capacity transit system that improves mobility and sustainability for the community. As a large-scale public organization managing critical infrastructure projects, ATP depends on stable, efficient IT systems and approachable support staff who can guide their team through complex transitions.

The Challenge

ATP recently went through a major IT migration, a complex process that created challenges and frustrations for staff as they adjusted to new systems. During this transition, they needed IT support that was not only technically skilled but also empathetic and personable, making team members feel heard, supported, and confident that their issues would be resolved quickly and effectively.

The Contigo Solution

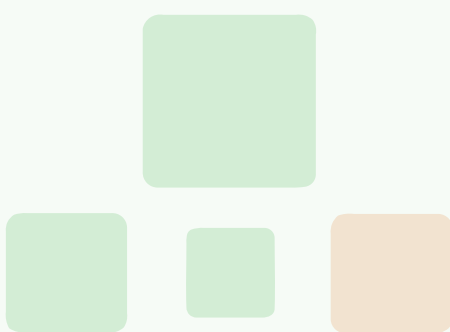
Contigo delivered IT support that stood out not just for problem-solving, but for how it made people feel:

- Provided quick, effortless resolution of technical issues during a major migration
- Offered approachable, personable support that turned a frustrating situation into a positive experience
- Demonstrated empathy and patience, ensuring staff felt supported through the transition
- Delivered customer-focused service that went beyond technical expertise to strengthen trust

THE RESULT

With Contigo’s support, Austin Transit Partnership experienced:

- Smooth issue resolution during a challenging IT migration
- Friendly, personable interactions that built confidence and trust
- Reduced frustration for staff navigating new systems
- A dependable IT partner who combines technical expertise with exceptional customer care



What Austin Transit Partnership Says About Contigo

“I love how personable and friendly my tech was to me!! Harrison’s personality was felt through the chat and that is not common and it was very well received!! Our organization went through a major migration and it was a bit frustrating but Harrison resolved my issues so effortlessly!! Thank you again Harrison!”

— Andrea, Austin Transit Partnership



+1 (512) 402-7496

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