CUSTOMER STORY

LAMPS PLUS

How Lamps Plus stopped chasing down users with Robin by Atera

Lamps Plus is the largest retail lighting company in the United States, with 40 stores, two distribution centers, a headquarters and a call center behind its website. An IT team of about 70 keeps it all running. With **Robin by Atera**, that team went from chasing down users to working alongside an AI technician that handles the small problems.

INDUSTRY	SOLUTION
Retail / Lighting	Robin by Atera
ORGANISATION SIZE	**FOOTPRINT**
1,000+ employees	40+ stores

THE CHALLENGE

- **A reactive help desk with no visibility.** Users waited on help, and a legacy Jira setup gave no data to get ahead of issues.
- **Fragmented tools, sprawling estate.** Multiple remote tools, little unattended access and no ticket context slowed techs down.
- **Pressure to cut cost and tech debt with AI.** Leadership needed AI at scale, while L1 and L2 technicians were not upskilling fast enough.

THE IMPACT WITH ROBIN

Real visibility

Dashboards show leaders resolution times and issue categories at a glance.

4.9–5★ CSAT

Users report more, and get help 24/7, weekends and holidays included.

Faster fixes

Escalations arrive with full context, and technicians are upskilling.

Proactive IT

Robin spots trends, suggests automations and writes KB articles.

Read the story



20%
of tickets resolved by Robin in first month, vs. 5% expected

1 FTE
of help desk capacity added

> **Before Robin, IT support at Lamps Plus was a mess, and today it's organized and hopeful.**

Eric Denholtz
Infrastructure lead, Lamps Plus

Robin by Atera is an AI technician that remediates Tier-1 and complex Tier-2 incidents end to end, taking real actions on devices, servers and networks without a technician in the loop.

Say goodbye to IT incidents forever. No ticket. No wait.

See what Robin resolves in your environment. Book a 30-minute walkthrough.

Request a demo