Case Study: Construction Civil Engineering

Client Overview

- **Industry:** Construction - Civil Engineering
- **Years in Business:** 30 years
- **Key Products/Services:** Site Surveying - CAD - Civil Engineering
- **Employee Size:** 40

Business Challenge

What specific challenges or problems was the client facing before working with Upper Echelon Technology Group?

The company was working with a network that was severely obsolete and at risk of failure. There was a network switch with faulty ports. The main server was constantly running out of disk space. Data backup was not occurring reliably. There was no software available to combat cybersecurity risks. The company had no relationship with a reliable managed services provider to assist them with issues beyond their internal IT person's skill set.

How were these challenges impacting the client's business operations and objectives?

They had experienced periods of time when they were faced with IT issues that were not solved, occasionally files were lost due to accidental deletion which caused their project schedule to be delayed.

What were the client's goals or expectations in seeking a solution?

The client wanted to establish a relationship with a reliable MSP, implement a secure and reliable data backup system, and replace their outdated server (running Microsoft Server 2008) with an up-to-date server running Microsoft Server 2022.

Proposed Solution

What specific solutions or services did Upper Echelon Technology Group propose to address the client's challenges?

We created a Hybrid Managed Services plan to assist the onsite IT staff with skill sets they didn't possess and deployed a menu of products that met their needs. We updated their server with a brand-new Dell PowerEdge server, replaced their switch with a Sophos managed switch, and the

outdated WatchGuard firewall was replaced with our Fortinet managed firewall. Cybersecurity controls included DUO MFA, Sentinel One endpoint protection, and Axcient local and cloud backup for data. We implemented a new secure VPN for remote access for remote employees. Their network is monitored via our Ninja One RMM system and patched monthly, with zero-day patches deployed as needed.

Why were these solutions chosen?

The managed firewall solution was chosen because of the ability to create rules that allow us to define the traffic and security needs of the client as well as the bandwidth needed, and the support from Fortinet is second to none. The Ninja One RMM is utilized because it is a very secure and robust platform which meets the needs of many of our clients with sensitive data. DUO MFA is utilized because it is a secure MFA solution that is easy for the end user to use. The backup solution we chose is our fully managed Axcient local and cloud-based backup that provides a secure reliable backup for their company data. Our fully managed Sentinel One endpoint security solution was chosen because it provides a high level of protection against ransomware and other threats. A Dell server was chosen due to their reliability and support.

Implementation Details

What was the implementation process like? Were there any stages or phases?

We had two different phases. Phase one consisted of installing the new server, creating a new network and active directory for them, reconfiguring all workstations to connect to the new network, reestablishing file shares, and installing all cybersecurity projects, DUO MFA, and our Ninja One RMM tool. Additionally, the Axcient backup system was installed.

Phase two focused on updating network infrastructure and included replacing their outdated WatchGuard firewall with a Fortinet firewall, creating a new secure VPN, and assisting remote users with installing and configuring their workstations to connect to the network. We also replaced their failing network switch with a new Sophos managed PoE switch. Their outdated Wi-Fi access points were replaced with Ubiquiti access points, and new secure Wi-Fi networks were created.

How long did the implementation process take?

Everything was scheduled to meet the client's needs, and we arranged a series of days to accomplish the items that were part of their project. Overall, due to scheduling, the project was completed over the course of 4 months, but the actual time spent on-site was less than a week. Interruption to the client was very minimal.

Were there any obstacles or issues encountered during the implementation? If so, how were they resolved?

The project ran very smoothly, and in fact, we replaced their firewall so quickly that the staff never even knew they were not connected to the internet during the brief time it took to plug in cables. Our pre-planning of the project ensured it was completed on time and on budget, which we consider key to our success.

Results and Outcomes

What measurable results were achieved after implementing the solution?

The client has been part of our client base for over two years and has had no issues reported that weren't resolved the same day. Their network has been operating with no downtime. We have provided backup reports on a daily basis and have been able to help restore files quickly if needed.

How did the solution impact the client's business operations, productivity, or profitability?

By cleaning up issues with disk space on their server and replacing a faulty switch with a failed port, the client experienced a highly reliable network. This allowed them to work at a more consistent and dependable level, improving their overall productivity and operational efficiency.

Client Feedback

How did the client feel about the overall experience with Upper Echelon Technology Group?

We provide client updates throughout the entire process as well as a client exit interview when the projects end and elicit feedback through a project satisfaction survey. This client was and is still very satisfied with our team after two years of working with them.

Did the solution meet or exceed the client's expectations?

We easily met the client's expectations because we created a detailed project scope which we accomplished for the client and because everything was managed so well. There wasn't any downtime or surprises for the customer or us.

Would the client recommend Upper Echelon Technology Group to others? Why or why not?

Yes, the client would recommend Upper Echelon Technology Group to others. Our proactive communication, meticulous project management, and ability to deliver solutions with minimal disruption have all contributed to a positive experience. The client appreciates our ability to resolve issues quickly and maintain a reliable network, which enhances their operational

efficiency. Our commitment to exceeding client expectations and providing consistent, high-quality support reinforces their confidence in recommending our services to others.

Key Takeaways

1. **Proactive Planning and Execution:** Upper Echelon Technology Group's careful planning and execution ensured that the project was completed on time and within budget, with minimal disruption to the client's operations.
2. **Comprehensive Solutions:** The Hybrid Managed Services plan provided a holistic approach to addressing the client's IT challenges, including server updates, network infrastructure improvements, and advanced cybersecurity measures.
3. **Reliability and Support:** The client experienced a highly reliable network with no downtime, showcasing Upper Echelon's commitment to maintaining operational efficiency and resolving issues promptly.
4. **Enhanced Productivity:** By addressing issues such as disk space management and replacing faulty hardware, the solution significantly improved the client's network reliability, leading to better productivity and operational consistency.
5. **Client Satisfaction:** The client's positive feedback and ongoing satisfaction highlight Upper Echelon Technology Group's ability to meet and exceed client expectations, reinforcing the value of detailed project management and high-quality service delivery.
6. **Effective Communication:** Regular updates and a thorough client exit interview ensured that the client was well-informed and satisfied with the project outcomes, demonstrating Upper Echelon's dedication to transparent and responsive communication.