

Case Study: Municipal Plumbing and Wastewater Systems Client

Client Overview:

- **Industry:** Municipal Plumbing and Wastewater Systems
 - **Years in Business:** Over 30 years
 - **Key Services:** Service and installation, fabrication of custom parts and fittings
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Business Challenge: The client faced significant challenges with aged infrastructure, including outdated servers. They were not protected from potential cybersecurity and ransomware attacks and required guidance to transition from an on-premises email system to Microsoft 365. They also needed assistance utilizing the collaboration tools available in Office 365.

These challenges led to concerns about operational continuity and the potential for data loss, prompting the need for a reliable solution.

The service provided by the current MSP was poor and the client experienced outages during periods of time that the MSP was not able to respond in a timely manner.

Proposed Solution: Upper Echelon Technology Group proposed the following solutions:

- **Email Migration:** Moving their email system from on premises Microsoft Exchange Server 2010 to Microsoft 365 and utilizing OneDrive for file management.
 - **Infrastructure Upgrade:** Installing a new Dell PowerEdge server and updating aged workstations to new Dell Precision notebooks and desktops.
 - **Cybersecurity Enhancements:** Implementing Multi-factor Authentication (MFA), Endpoint Detection and Response (EDR) software, and a Privileged Access Management (PAM) solution to secure their network.
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Implementation Details: The implementation process was straightforward, similar to past projects. All equipment was pre-configured at our office. Due to the size of the network and the need for operational continuity, we built a new network with Microsoft Server 2022, replacing the outdated Small Business 2010 and Server 2012 servers with one Microsoft Server 2022 tower server.

The project took about 6 weeks from authorization to cutover, including documentation and initial training. There were no issues that prevented timely and budget-compliant completion, thanks to our pre-project reviews.

Results and Outcomes: From a service perspective, the client now benefits from a curated approach, with their needs handled expediently. While the specific impact on operations, productivity, and profitability is yet to be measured, the owners feel more secure with new equipment, reliable data backups, and reduced cybersecurity risks.

Client Feedback: The client expressed happiness with the performance and speed of the new network. The solution has exceeded their expectations, enabling more efficient communication through the tools available in their Microsoft 365 subscriptions. They have recommended Upper Echelon Technology Group to others in their company newsletter.

Key Takeaways: There is no reason to deal with outdated systems. Upper Echelon Technology Group has the experience and knowledge to guide any company through the complexities of migrating from older hardware and software to systems that allow teams to work at peak performance.