

A Case Study

From internal to outsourced I.T.

National
construction
and facility
maintenance
firm outsources
I.T. after
Ransomware
attack



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Executive Summary

For over three decades, SSI has delivered secure, reliable, and powerful technology solutions to companies in the Mid-Atlantic area. SSI helps companies meet industry standards and regulations and obtain the most value from their IT investments.

A national construction and facility maintenance firm (the “Company”) was experiencing widespread IT issues company wide. Over the past 25 years, the Company had leveraged technology to stay relevant in an ever-changing industry, involving everything from snow removal, landscaping, construction services, and facility maintenance in all 50 states.

Due to turnover amongst internal IT staff, the Company experienced network performance issues, file storage problems, and an inability to quickly recover in the event of an outage. To make matters worse, they were hit with a Ransomware attack that kept the Company down for several days. After an extensive evaluation process, SSI was selected to provide an in-depth assessment of the current infrastructure along with a detailed technology roadmap for the next 5 years.

Challenges

The Company hired a new internal IT Director, who upon getting started found an antiquated infrastructure with legacy architecture that was unable to keep the business operating efficiently.

To make matters worse, the Company was hit with a Ransomware attack, which exposed the fact that backups had not been properly verified for the past several weeks. This caused the new IT Director to scramble to restore applications in a poorly constructed IT infrastructure with minimal documentation on network topology. Finally, the Company engaged SSI.

- Network performance issues
- File storage problems
- Inability to recover from outage
- Poorly constructed infrastructure
- Minimal documentation
- Ransomware attack
- Turnover of internal IT staff



Quick Facts

- 3,000 employees
- Multiple offices
- Services all 50 states

How SSI's solutions helped

SSI performed an initial assessment and documented the 5-year technology roadmap, in addition to providing 24x7 Managed IT Services for the on-premise IT infrastructure.

After performing the initial IT infrastructure assessment, SSI determined that the local network devices, including routers, switches and firewalls were all beyond end-of-life with the average deployment age being over 7 years. In order to ensure optimal network performance, it was determined that the first priority to address would be a network refresh of local hardware. During the network refresh, it became apparent that the current backup and disaster recovery strategy was insufficient for the Company's requirements. Multiple customers were requesting documentation regarding backup and disaster recovery plans to satisfy their business continuity requirements. SSI was able to provide a local backup with offsite disaster recovery replication to ensure ongoing business operations in any possible event.

By setting up a hybrid IT solution with a hardware refresh of local network devices and storage, the Company was able to increase uptime, service availability, and operational efficiency.

- Server Support
- Network Monitoring
- Backup and Disaster Recovery
- SOC/SIEM Security
- 24x7 Managed IT Services



Technology Used

- ConnectWise
- Labtech
- Auvik
- Veeam
- VMware

Results and ROI

After the initial 3-month period, the Company was running an up-to-date IT infrastructure with better performance and resiliency.

Through regularly scheduled quarter business review meetings, the Company now understands the overall health of their network and any future projects which may need to be addressed. The Company realized early on that SSI was the right fit for their needs moving forward.



Results At A Glance

- Updated infrastructure
- Greater network performance
- Increased uptime
- Great service availability
- Stronger operational efficiency
- Business continuity
- Proactive IT approach

We handle I.T. for you.™

Ready to improve your technology infrastructure?

Systems Solutions, Inc. (SSI) has been recognized as a leader in providing comprehensive IT solutions. Our dedicated team of experienced technicians, great partners, and tenured technology consultants are committed to delivering a full range of services that enable our customers to efficiently achieve their strategic business goals. As the world becomes more digitally connected, our solutions empower our clients to work smarter while focusing on core competencies.