



***Industry Case Study:
Construction***



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Introduction – Construction Industry

The construction industry faces a host of challenges. These include:

- 1) Tighter construction budgets and timelines
- 2) Technology adoption and labor shortages
- 3) Digitization and communication

General managers need to cut costs and shrink their schedules. Across the construction industry, business owners need to find new tools that help get the job done. Technology is needed to make companies more efficient to compensate for compressed schedules. At the end of the day, construction managers need to do more work with less time and less money. Adding the support of a Managed Services Provider (MSP) is an affordable solution for construction companies.

Case Study Profile – Tampa Bay Construction Contractor

A mid-sized construction company in Tampa Bay and its sister company, a tank and pipeline servicer, were referred to Concertium by one of their employees familiar with our services. The initial reason for contacting us was to have Concertium “on-call” for traditional break/fix work that all small businesses require. In the past, they had utilized a part-time contractor who assisted them upon request, however, he worked full-time elsewhere and was not always available when problems arose. This is a common situation with SMB companies, who do not have the budget to employ a full time IT staff member.

The company is located in the Tampa Bay area in the fast-growing southern part of Hillsborough County. Like most mid-sized construction contractors, they have between 150-200 employees, and they generate revenues between \$25-\$50 million each year. With 60+ years in business, they are family owned and operated and have maintained consistent growth over the years.



Situation Analysis

The company had recently suffered a punctured RAID failure to one of their servers. Their existing part-time IT resource could not restore their systems on his own because only file level backups were being performed. The client reached out to Concertium for immediate assistance. As a first step, Concertium recovered their systems access and established a monthly server maintenance contract. We implemented a new image-based backup strategy to ensure systems could be restored promptly and efficiently.

In addition to data storage issues, the company was having hardware problems. The connectivity between their two locations at the time relied on "line of site" antennas, which were constantly being taken out by lightning, which is a common occurrence in Tampa. With the addition of the Selman Extender Project on the I-4 corridor, it was no longer possible to use the line of site solution because construction equipment was blocking the signal. Concertium utilized a partner to expedite a new fiber solution at both locations. This upgrade solved the issue in less than a week. Once complete, the company had effectively overhauled their entire network infrastructure, to include new routers, switches, and branch office VPN technologies.

Solution & Results

Once Concertium was hired, we set-up our internal monitoring tools and developed a firm understanding of the company's IT infrastructure. We identified opportunities for upgrades and improvements to their systems that were based on best practices we had developed supporting many other construction companies in the Tampa Bay area. By managing the company's budget and consulting with the business owners about their strategy for growth, we completed several projects to improve their equipment, reliability, and scalability.

Over the course of the next 12 months, Concertium and this construction contractor worked closely to upgrade and improve its technology infrastructure. With careful project planning and cautious budgeting, the company was able to accomplish the following improvements:

- 1) Moved them to a new VoIP and SIP solution (3CX) to replace their existing Mitel analog phone system saving them thousands of dollars a month by removing several bonded T1 circuits at both locations and drastically reducing their International calling rates
- 2) Migrated them from an APP River Exchange hosted solution to Office 365
- 3) Added a new port location by adding a new terminal server so the remote workers could access server resources and LOB applications as if they were working locally
- 4) Implemented a Datto backup appliance with advanced DR capabilities that has proven to be an essential service with the recent corruption of their primary fileserver.
- 5) Helped them reach SOX compliance so they could start doing business in the public sector
- 6) Established a file server data restructure to provide a hierocracy permission structure based off of security groups and not individually assigned ACL's

Value Added Services

Having won the trust of the business owner with these two projects, the COO reached out to Concertium to discuss implementing a full MSP agreement, taking advantage of our full capabilities. During the onboarding process, we discovered of additional opportunities to enhance their business model, processes, and profitability.



About Concertium:

Concertium provides simplicity and peace of mind to SMB's with solutions that unravel the complexity of technology. Our security and IT management expertise deliver full transparency with surprising affordability. We also offer a full spectrum of software development projects.

For a free analysis of your company's IT support and development needs, contact us today:

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