



***Industry Case Study:  
Manufacturing***



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## Introduction – Manufacturing Industry

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

- 1) Skilled labor shortage
- 2) The Internet of Things (IOT)
- 3) Maintaining accurate inventory reporting
- 4) Robotics and automation change

Manufacturers are under more pressure than ever to fulfill large orders and deliver the goods. Efficiency has never been more important, so many are turning to modern technology in order to improve production rates. Despite the manufacturing challenges, the industry remains important to the US economy. So, manufacturers need to stay aware and look for solutions. Adding the support of a Managed Services Provider (MSP) is an affordable option for manufacturing companies to help them hit their goals and satisfy their customers.

## Case Study Profile – Tampa Bay Manufacturing

In 2019, we began assisting a Tampa Bay manufacturer of commercial doors and frames serving the southeastern United States. The company has facilities in Tampa, Orlando, and Brooksville, Florida. They operate a machine shop staffed by experienced craftsmen who fulfill complex requests. Their experienced staff of sales representatives are full-service architectural hardware consultants who take your job from bid to completion, supplying you with the highest quality products available. They required technical assistance from an IT managed service provider (MSP) like Concertium.



## Situation Analysis

The manufacturing client featured in this case study came to us in April of 2014 as a referral. An employee at a Concertium client, Colbert & Cotton, left the company and went to work at a competitor. The founder of Colbert & Cotton passed away, and the business closed down. Therefore, the staff scattered to other Tampa Bay businesses, and we benefitted from having a positive relationship with the individual who took over as the General Manager of the manufacturing plant at their new company. Knowing the range of products that we could provide and impressed with the quality of service they had received from us, it was an easy decision to continue the relationship with us at their new employer.

## Solution & Results

The initial request was to conduct just a simple website redesign, with an SEO campaign agreement upon launch. However, the client quickly signed up for a fully outsourced Managed Services Provider (MSP) contract as well due to her experience working with us at her previous company.

At the time, the customer had an aging 2008 small business server that was limping along. They did not want to replace the current server, so we provided several different cloud, private cloud, and hosted datacenter options for them to choose from. They decided to do a mix of both private and public cloud.

We kicked off the first part of the process with an Office 365 migration in April of 2016. This was followed by a Citrix-based, private cloud solution in May of 2016. When the private cloud company changed their business model and double rates, the customer called on us again to find a best in class solution at an affordable price with great service and warranty options.

Unrelated to these cloud computing projects, Concertium performed a wireless infrastructure analysis for the company's headquarters facility in which we mapped the building layout and analyzed the signal strength of the existing Wi-Fi solution. In order to resolve the issues and ensure that superior wireless strength and speed was available throughout the office and key areas, Concertium implemented a new wireless mesh network.

Additionally, Concertium conducted a routine analysis of the client's security posture and recommended the implementation of an advanced endpoint solution to work in conjunction with the in-place security measures. This solution augments the client's security posture by not relying on traditional security methods and incorporates machine learning to identify and prevent a threat.

Finally, we migrated the customer to Microsoft Azure in January of 2020. The biggest impact to the owner from this upgrade was that his daily routine changed dramatically. He was accustomed to booting up his machine, going to get coffee and coming back in 10 minutes hoping all the Citrix applications had loaded on his machine. Now the system was available in less than a minute!

## Value Added Services

With the COVID-19 crisis amongst us and employees being forced to work remotely, we advised our customer to change some of their business practices so they could collaborate more effectively and not have to rely on sharing printed documents in the office. By making a quick decision to adopt cloud-based technology, this client was ready with an easy transition to a WFH model. Though 2020 has been a year of pivots, we helped this client to be prepared, and they experienced a relatively smooth transition when deciding to have their entire workforce remain at home indefinitely.



## 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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