

## CASE STUDY

# Why California Retrofit switched to BRITECITY to manage its IT security

How working with a local IT provider improved responsiveness and eliminated fluctuating billing

**California Retrofit, Inc. is an all-inclusive energy services contractor that specializes in energy efficient lighting systems, controls, and solutions. Its focus is to identify energy savings and energy management for lighting services. As one of the largest lighting contractors in California, it has a reputation for working on major energy savings lighting projects with utilities and companies in the private sector.**

## THE BUSINESS CHALLENGE

California Retrofit was in the process of signing a contract with San Diego Gas and Electric. They would be providing lighting and energy management services in a new utility program involving schools. The security requirements were more stringent than usual due to the increasing number of data breaches involving customer information.

The utility required California Retrofit to provide more details on their current security measures. Mario Campos, General Manager with California Retrofit, asked its current IT

company to complete the questionnaire to ensure they looked professional to their prospective client. However, he was underwhelmed by the lack of detail in the responses. He reached out to BRITECITY to see if they could help with the questionnaire.

"I gave Chad Gniffke at BRITECITY the same form, and the difference in the level of response from my IT provider was night and day," said Campos. "They put a whole bunch of checks in place and support on the back, and redundancies to make sure that things are protected. Chad left it open so that, at some point down the road if it's too much or too little, we can always adjust. That's probably one of the biggest things that I liked about the whole scenario."

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## THE SOLUTION: WHY IT WAS EASY TO SWITCH TO BRITECITY

California Retrofit was initially hesitant to switch to BRITECITY because they were comfortable with the level of service from their current IT services provider. After all, they had worked together for 20 years. Campos expected some period of adjustment and potential downtime with their systems following the switch to a new IT services provider.

BRITECITY'S level of responsiveness and commitment to constant communications with California Retrofit put Campos' mind at ease. BRITECITY made sure to take care of all the little details in handling the day-to-day IT requirements. He was also comforted by Gniffke's confidence to address the pending response to San Diego Gas and Electric's questionnaire, should there be a need to retool their approach to servicing the utility.

## THE RESULTS: THEKITCHEN IN ACTION

BRITECITY employed thekITCHEN, its unique method to build continuous improvement into an organization, to help decrease the number of IT problems that California Retrofit would face over time. Its fixed fee arrangement eliminated spotty service coverage and month-to-month billing fluctuations, which included the ability to handle problems remotely or provide on-site support.

BRITECITY put together a flexible, comprehensive plan to ensure that California Retrofit could meet the security measures required by San Diego Gas and Electric. It made it possible to scale their IT services to fit the client's budget and needs should they need to make adjustments in the final contract.

"BRITECITY has always been quick to respond, as far as them getting out there to look at our systems," said Campos. "Although they are getting to know our systems, communications are constant. They're always letting you know what's happening or if it's been updated."

## BEST PRACTICES USED

BRITECITY employed the following best practices when working with California Retrofit:

- Continuous process improvement within the organization
- No more server management
- Provision of remote and on-site IT support
- Easy onboarding and offboarding of employees distributed throughout California and Washington
- Maintaining and securing of technical documentation