

Why California Waters switched to BRITECITY to eliminate spotty service coverage

How having a local IT provider helped to prevent extended outages and downtime

For more than 20 years, California Waters has served owners, developers, architects, engineers, general contractors, property managers, and public entities of high-end commercial and municipal recreational water features. The company provides design, engineering, construction, renovation, repair, and maintenance and service of water features, waterscapes, fountains, interactive splash pads, commercial swimming pools, aquatic facilities, artificial rockwork, waterparks, and lakes, ponds, and streams. They also offer in-house design-build services for new design, engineering, construction and renovations, as well as regularly scheduled maintenance programs.

THE BUSINESS CHALLENGE

As California Waters has grown over the years, so did its IT needs. They had difficulty finding the right in-house IT person, so they decided to partner with a managed service provider (MSP). The relationship lasted for several years, as the MSP provided consistent service that satisfied the company's IT needs at the time.

However, when the MSP went through a merger, their responsiveness and service quality declined. It also caused significant employee turnover, which meant California Waters had to deal with different technicians

every time they had an IT issue. Responses took longer, outages recurred, and the company's systems would go down for days at a time. In January 2021, Jeffrey Barman, President, Repair Services and Maintenance/Service Divisions, decided it was time for a change and began the search for a new IT services provider.

"I decided to cast a pretty wide net and I made a list, but finding Chad was simple because his company used to represent the company of my current controller," said Barman. "We took a straw poll vote and Chad won. We felt that they provided a better fit for mindset, company size, response time, and geography than the other service provider."

CASE STUDY



THE RESULTS: THE KITCHEN IN ACTION

BRITECITY employed the KITCHEN, its unique method to build continuous improvement into an organization, to help address California Waters' ongoing IT problems. Its data backup service and preventive nighttime maintenance program eliminated spotty service coverage and unnecessary downtime. Being local enabled BRITECITY to provide remote or on-site service whenever California Waters needed them to take care of emergency IT situations.

"They put in place a support team that took the time to learn and continue to understand our people, our systems and our needs," said Barman. "The support team is responsive to our tickets in a way that makes us feel supported."

THE SOLUTION: WHY IT WAS EASY TO SWITCH TO BRITECITY

BRITECITY went through a comprehensive vetting process and won over California Waters' committee members on the merits of the presentation and fit rather than price. While Barman knew that the switch from the previous provider had to be made, as staying would be worse than leaving, he was concerned about the transition to a new IT service provider.

Chad Gniffke, CEO of BRITECITY suggested keeping on the other IT service provider over a 30-day transition period while BRITECITY technicians familiarized themselves with California Waters' systems and procedures. He also alleviated Barman's concerns by ensuring that BRITECITY would handle any IT issues should the outgoing vendor fail to respond to service requests.

BEST PRACTICES USED

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

- 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