



Cybersecurity & Managed IT Services for HVAC & Plumbing Co

PROJECT DETAILS

 IT Managed Services, Cybersecurity

 Oct. 2021 - Sep. 2025

 \$50,000 to \$199,999



"I was impressed by their professionalism."

PROJECT SUMMARY

Corporate Technologies provided cybersecurity and managed IT services for an HVAC and plumbing contractor. The team completed a project called Secure Advantage, which aimed to protect the client's data from hackers.

PROJECT FEEDBACK

Corporate Technologies reduced the client's IT-related issues. The client praised Corporate Technologies' professionalism and excellent customer care. Corporate Technologies responded quickly to the client's needs and requests and communicated through email.



The Client

Please describe your company and position.

I am the Vice President of Advantage Mechanical-Refrigeration, Inc.

Describe what your company does in a single sentence.

HVAC/R & Plumbing Mechanical Contractor. Service & Construction/Large Projects

The Challenge

What specific goals or objectives did you hire Corporate Technologies to accomplish?

- Manage our IT needs so we can stay focused on the business
- Keep our company information secure from hackers



Aaron Vanden Berg
VP, Advantage Mechanical-Refrigeration, Inc.



Construction



49319 Cedar Springs, MI

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

How did you find Corporate Technologies?

Sales person drop-in

Why did you select Corporate Technologies over others?

- High ratings
- Pricing fit our budget
- Great culture fit
- Good value for cost
- Company values aligned

How many teammates from Corporate Technologies were assigned to this project?

1 Employee

Describe the scope of work in detail. Please include a summary of key deliverables.

IT provider, and recently completed Secure Advantage

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Less IT-related issues and more qualified techs responding (compared to our previous provider) when we do have needs and projects arise

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Yes, quote turnarounds are very quick





Corporate Technologies

What was your primary form of communication with Corporate Technologies?

Email or Messaging App

What did you find most impressive or unique about this company?

I was impressed by their professionalism. Whether it was Skylynn, Robbie, Joel, or a tech who helped onsite, they all have a way of making us feel like their only customer.

Are there any areas for improvement or something Corporate Technologies could have done differently?

Tier 1 techs have struggled at times, however, I have not had an issue with Tier 1 assistance in about 6 months so there is improvement there.

The after-hours dispatching/support could improve their communication and relaying the urgency of issues. However, our business struggles with our own after-hours call center that is outsourced, so I am more understanding when it comes to after-hours help.



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