

Edgewood Case Study

Customer: Brett Whittington
Company: Edgewood Matting Ltd. (Marketed as Edgewood Group)
Industry: Wholesale Distribution
Author: Stephanie Edwards
Publish Date: July 16, 2021



Edgewood Case Study

Introduction

Edgewood Group is the largest stocking wholesale distributor of floor matting products in Canada. The company was founded in 1979 in Edmonton, Alberta and now has two additional warehouses in Toronto, Ontario, and Vancouver, British Columbia. Edgewood Group provides products and services to dealers anywhere in Canada and prides itself on being able to customize its products according to dealer needs. Edgewood also has a sister company within their headquarters. This sister company, Hydrosion Design, allows them to customize products to a customer's exact needs, which is one of the company's strengths.

Edgewood started working with SIRKit in 2020. They choose SIRKit to solve their IT challenges, including downtime and a disorganized server room. SIRKit completed a comprehensive assessment that identified several concerns with the company's IT systems and cybersecurity.



The following issues were identified:

- Critical systems did not receive regular security updates.
- Stagnant software, equipment, and settings were left online (extending exposure to risk).
- One of their servers was exposed and experienced approx 130,000 failed login attempts per day.
- The account lockout policy was not enabled to prevent brute force attacks of exposed services.
- Passwords were poorly managed (reused, not strong, could not be changed).
- Windows Firewalls were disabled on some devices.
- Windows User Account Control (UAC) was disabled on some devices.
- User accounts were provided local admin privileges.
- Antivirus protection was inconsistent, missing, or not centrally managed.
- Limited or no Anti-ransomware protection in place.



There were additional concerns:

- Guest wireless services were not isolated to their own network. To improve security, guest services should be restricted to internet access only.
- Offsite backups were not in place.
- Local backups were problematic and exposed the business to risk.
- There was a lack of active monitoring and preventative maintenance.
- There was a lack of comprehensive documentation.
- There were extra physical servers due to a lack of virtualization. This forced Edgewood to facilitate extra maintenance checks, firmware/BIOS updates, and software updates to keep the platforms healthy. It also increased month-to-month power costs.
- The equipment in their server room was not standardized and was aging, causing bottlenecks for the team.
- Orders were delayed, impacting revenue and overhead.
- The server room was overcomplicated and imposed unnecessary troubleshooting challenges.

Downtime of approximately **1.5 hours per week** had become a regular occurrence where the company was **unable to operate**.

After working with SIRKit, the above issues – and more – were resolved. Edgewood's downtime was reduced **from 72 hours a year to zero**. They now have a network of reliable systems that can be counted on to perform.

The Story of Edgewood

To remain competitive and fulfill day-to-day operations, Edgewood heavily relies on technology being online and responsive. Their IT infrastructure and systems are critical, as they keep the business up and running. Delays make a measurable impact on the bottom line.

Edgewood is a successful company that grew organically. As the business grew, they opened new locations and found creative ways to support their operational requirements. This led to workarounds that technically worked, though not efficiently or securely.

While Edgewood had an in-house IT professional, the company's growth required advanced IT expertise. They needed professionals that could offer **reliable, dependable systems with little to no downtime.**

Server Room (before):



Why Edgewood Chose SIRKit

To solve their IT troubles, Edgewood Group started exploring options. The President of Edgewood, Brett Whittington, contacted SIRKit to inquire about Managed IT services. One of the major factors that led to a successful partnership with SIRKit was the extensive upfront IT assessment process. SIRKit completed a thorough exploratory process to identify the issues and document the infrastructure. Edgewood was extremely impressed by the results that spanned approximately **400 checks** and offered a **detailed 58-page report**.

The assessment found that Edgewood's IT systems:

- Exposed the business to preventable security risks.
- Were not fully compliant with software licensing.
- Degraded the team's performance and productivity.
- Needed increased ongoing attention, awareness, and control.
- Utilized inappropriate solutions, increasing complexity and inefficiencies.
- Largely needed to be replaced.

A secondary deciding factor was the value fit. SIRKit places a high emphasis on customer service, security, and performing quality work. Edgewood found that these values were **compatible with their own standards for excellence**.



How SIRKit Responded

SIRKit's first step with all new clients is to perform a comprehensive IT assessment. SIRKit is committed to a quality result that cannot be replicated by an automated scan or boilerplate report (which many of their competitors use). The process aligns with a formal audit. It is extensive, thorough, and utilizes many best-practice from the NIST and CIS security standards (which are becoming the norm by various vendors, insurance companies, and auditors). The final report allows both parties to get started in the right direction and helps maintain a long-term strategic technology plan. It is the most comprehensive up-front assessment offered by an IT company in Edmonton.

Edgewood Group was quite impressed by the assessment. The company decided to move forward with SIRKit's IT services after reviewing the results. The next step in the process was to build a project roadmap to address the issues, optimize their systems, and move Edgewood into a proactive Managed IT support model. The assessment is a crucial part of this process as it outlines exactly what needs to be fixed. The roadmap was completed in short order.

SIRKit's projects team completed all projects. Brett was impressed by how thorough the process was. He went on to say, **"You could tell that the technician took pride in his work."** From day one, SIRKit was committed to helping Edgewood implement the right systems by truly understanding their business and existing systems before making recommendations. Edgewood reported feeling **fully helped and supported during implementation.**

" You could tell that the technician took pride in his work."

Server Room (after):



The Result

Edgewood now has **reliable, secure, and optimized systems**. Working with SIRKit saved them **72 hours of downtime per year**. This has translated into a very real and measurable effect on the company's bottom line.

"I don't have to question whether my systems are going to work properly in the morning," says Brett. His favourite feature of our service, he adds, is our reliability.

The server room is now neat, orderly, and well maintained. Best of all, Edgewood no longer struggles with downtime.

"If there is ever a problem, day or night, SIRKit can be counted on to fix it."



Get in Touch

If you struggle with downtime or other IT-related problems, SIRKit can help. At SIRKit, we make IT easy. We follow industry best practices and excel at proactive IT support. We prefer to identify & resolve issues immediately rather than letting things get worse.

As a managed service provider, we guarantee that our IT solutions are effective. If they're not, we'll make it right. IT services should be as amazing as your business. You can count on us to go the extra mile and deliver a uniquely refreshing experience. We want to be the last IT partner you ever have. Reach out to us today for a no-obligation quote.

[Contact us today!](#)

