



IT Managed Services for Architectural Firm

PROJECT DETAILS

 IT Managed Services

 Jan. 2015 - Ongoing

 Confidential



"I'm impressed with how quickly I can get hold of someone from Corporate Technologies locally."

PROJECT SUMMARY

Corporate Technologies provides managed IT services for an architectural firm. The team has monitored and updated the client's IT infrastructure, performed backup and disaster recovery off-site preparation, and set up laptops.

PROJECT FEEDBACK

Corporate Technologies keeps the client informed of changes to their IT infrastructure and fixes issues quickly. Moreover, the team has provided weekly reports about the servers' status and collaborates effectively via calls. The team has also been easy to reach, ensuring a smooth process.



The Client

Introduce your business and what you do there.

I'm the IT coordinator for an architectural firm.

The Challenge

What challenge were you trying to address with Corporate Technologies?

Being a one person operation we were needing some additional help to backfill areas I didn't have time for or expertise with. We needed help with IT services.



Chris Ellis

IT Coordinator, KKT Architects



Design



Tulsa, Oklahoma

CLIENT RATING

4.5

Overall Score

Quality: 5.0

Schedule: 4.5

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Corporate Technologies provides some managed IT services for our company. They handle the more complex and tedious IT tasks, including monitoring and updating our infrastructure, servers, routers, switches, WAPs, and VPNs. They also perform our backup and disaster recovery offsite preparation and set up our new laptops.

Moreover, Corporate Technologies performs weekly checks and reports on our servers' status. They also make any necessary changes to our NAS and push out firmware and software updates to our infrastructure devices as needed.

What is the team composition?

We work with three or more teammates from Corporate Technologies, depending on the project.

How did you come to work with Corporate Technologies?

Corporate Technologies was already in our pipeline when I started working at my company. They've done a good job, so I see no reason to change them.

What is the status of this engagement?

We started working together in January 2015, and the engagement is ongoing.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?





Corporate Technologies

Corporate Technologies keeps me informed of any changes to our infrastructure or laptops, and they fix things in a timely manner. For example, I get weekly updates about our server conditions and any service provided to users via email tickets.

How did Corporate Technologies perform from a project management standpoint?

They've been really good to work with. Michael (Senior Systems Engineer) and Josh (Senior Systems Engineer) can hop on a call, whether scheduled or not, and we can go over situations or projects in process to ensure we're all on the same page. That's really helpful for me versus playing email tag. We primarily communicate via email.

What did you find most impressive about them?

I'm impressed with how quickly I can get hold of someone from Corporate Technologies locally.

Are there any areas they could improve?

Really, they have been great. If I ever have an issue I can jump on a call and it's addressed in a timely matter, and any changes are made quickly and always to my satisfaction.

