

# We've Got You Covered

## IT Managed Services



### Why Canpipe chose Lanworks to manage their IT infrastructure.

Canadian Pipe and Pump Supply "Canpipe" located in Ontario, Canada, headquartered in Toronto, with offices in Tillsonburg, Orillia and Ottawa, Ontario – manufacturers and supplies a full complement of products to a number of different markets connected to groundwater; such as, Waterwell Drilling, Environmental Groundwater Monitoring, Geo Technical Drilling, Geo Thermal and Water Pumping Systems. In addition, it services its products with a focus on customer "one-stop" shop experiences, coupled with enhanced technical support and tailored to total customer satisfaction.

#### **The Challenge**

With business success, management required greater attention and resources for their IT environment. As Canpipe's IT obligations were fulfilled by a full time staff member, the job description included a multitude of other functions which sometimes required top priority. As minor technical business interruptions required immediate attention, it became evident that they required focused IT support for their internal network infrastructure, computer systems and general end user support.

#### **Canpipe needed to address the following:**

- Does the firm hire a dedicated IT Support Specialist or can the requirements be fulfilled by other means?
- How does it ensure that any unforeseen IT interruptions, does not affect the quality of service provided to its staff, customers and partners?
- Can the business continually maintain its mission critical business applications, so that it will not impact its ongoing business transactions with its customers?
- What can it do to ensure Cyber Security? How does it protect itself from potential viruses malware and ransomware?
- How can it adopt a proper "backup/recovery" process and who will "own" it?

In addition, the solution had to be cost effective and meet all of the above requirements. At the same time, it had to be implemented seamlessly and on a timely basis with minimal impact to their staff and day-to-day operations.

***"As a customer centric organization, our customers come first! Our business is very much service oriented and any disruption would be a challenge not only for ourselves but also our customers. With our growth, we needed someone that could dedicate and manage our network at all times, without service interruption. As part of our diligence we invited a number of firms and Lanworks not only understood our needs, they were flexible in providing us with exactly what we were looking for."***

*Louise O'Rourke, Corporate Services Manager – Canadian Pipe and Pump Supply Inc.*



For additional information on how Lanworks can help your IT organization, please contact us:

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**LANWORKS™**  
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## Why Lanworks

Canpipe, over the years, has reached out to a number of service providers as part of its purchasing due diligence. As Canpipe's staff dealt with Lanworks on several occasions, it became evident that Lanworks was a reliable partner in not only complementing their IT personnel, but also instrumental in ensuring that their network infrastructure was properly managed and maintained. As Canpipe's IT requirements grew, Lanworks also became a trusted advisor in ensuring, network security, comprehensive support and maintenance.

## The Solution

Canpipe chose to partner with Lanworks. Upon an assessment of their current network environment, Lanworks proposed a proactive "We've Got YOU Covered" managed services approach combining, when needed, on demand support/services, ongoing IT Management and ensured offsite data protection in the event of a data loss.

### ***We've Got YOU Covered – Support & Managed Services***

- Assigned Lanworks Professional Services Team
- Priority On-Demand Telephone & Onsite Support
- Proactive Remote Monitoring of critical network components
- Quarterly Network Server Maintenance & Upgrades
- Server & End Point Virus/Malware/Ransomware Protection
- Enterprise Offsite Data Backup & Recovery, plus compliance testing & reports
- Ongoing Recommendations, when necessary
- Quarterly Consultation & Reviews

## The Results

Canpipe today relies on Lanworks for all of its IT requirements. When there is a need, certified experts are readily available either on the phone or onsite. From a proactive standpoint, Lanworks continually monitors its network and acts on any warnings and/or failures of critical devices – ensuring maximum uptime. In addition, Canpipe is now protected with a proper failsafe solution, as its data and business applications are now stored safely and securely at an offsite site facility where they can be easily retrieved remotely by its staff, if necessary. They accomplished all of this without a minimal capital outlay and without adding manpower.

***"Lanworks provided us with a comprehensive solution that not only satisfied our IT requirements, but also provides us with a general peace of mind that our data and network infrastructure is supported by a reputable organization, should we ever have an issue".***

*Robert Martini, Vice President & General Manager – Canadian Pipe and Pump Supply Inc.*



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