



## CASE STUDY



**bfi (Business Furniture, Inc)** is a full service business interior resource, providing consultative services, product solutions and technical assistance for office, healthcare, institutional, and government environments.

As one of the nation's largest furniture specifiers and distributors for over 70 years, bfi has a customer first approach to doing business putting the welfare of their clients first.

### SUPPORT

Net at Work provides both HelpDesk and onsite services to bfi's team, whilst managing their infrastructure, security and 3rd party IT relationships.

### MANAGEMENT

Net at Work delivers quarterly business reviews in conjunction with a projected annual IT budget which helps bfi prioritize which projects we implement for them each year.

### PROJECTS

Each project unleashes the power of their business through technology, allowing them to do more with less.

# CASE STUDY DETAILS

## COMPLETED PROJECTS

- ✓ Refreshed network hardware taking 15 years of antiquated systems and reducing server count from 25 to 7.
- ✓ Updated software life cycles - specifically windows server operating systems - as well as their fleet of PC's in a planned iterative approach.
- ✓ Implemented and rolled out centrally managed Anti-Virus to ensure that all nodes on the IT estate were not vectors for malicious attempts.
- ✓ Unleashed the power of a mobile first workforce allowing users to work wherever, whenever.
- ✓ Implemented a multi-tiered backup solution which allows for restoration of all business-critical systems in under 2 hours in the event of an outage.

## TECHNOLOGY USED



Office 365



Microsoft Azure

Infrascale™



ConnectWise

## CUSTOMER THOUGHTS

“Net at Work’s vCTO, Phil Felice took the time to understand our goals and challenges. His knowledge and expertise helped us accomplish our goals through the right technology while keeping our IT costs in check.”

- Mary Ann Marino, Executive Assistant at bfi