

Simplex-IT helps a one-man IT department succeed in his role with co-managed services.

PROBLEM/ SITUATION



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Panzica Construction was a commercial carpentry firm when it was founded in 1956. Today, the company ranks as one of the top construction management and design-build firms in Northeast Ohio. It has a deep history of building large marquee projects in the Greater Cleveland area, and has expanded its service offering to include both large institution-sized projects and small commercial office buildings.

Eric Jones is Panzica's Director of Technology, as well as its only IT staff member. As the company continued to grow, so did Eric's need for help managing Panzica's IT issues.

"We have our main office, but then we also have offices at each of the job sites all around Cleveland," said Eric. "As we grow our branch offices and the number and size of our staff, my work would benefit from more IT reinforcement."

To support all of the offices, Eric needed to upgrade Panzica's equipment, which was a challenging task for just one person.

"Our desire is to stay ahead of the curve, but it's only me here, and there's only so much I can do on my own," said Eric. "Sometimes I work late nights trying to get things done. I'm definitely spread too thin."

Panzica's management started looking for a better way to support its IT department. Rather than hiring another IT person, management contemplated letting Eric go and outsourcing the company's IT services. However, management ultimately decided that outsourcing all of its IT would not add real value to the company. Instead, Panzica chose Simplex-IT to provide the support services that Eric desperately needed.



Simplex-IT's reinforcements increased Panzica's productivity and the technical flexibility of their field offices.



ERIC JONES

Director of Technology | Panzica
panzica.com



The Simplex-IT team has made everything easier and straightforward. They give me a lot of tools and they monitor everything. As a co-managed customer, I can do as little or as much as I like. On top of that, it's clear that they want me to succeed."

SOLUTION



Whether it's something as big as a server outage or as small as having a laptop drive imaged, I turn to Simplex-IT."

With Simplex-IT's co-managed IT services in place, Eric can run the IT department efficiently while getting the support he needs for tasks like obtaining the company's antivirus software.

"I could've gone and picked up antivirus software from any number of vendors, but Simplex-IT provided it and set everything up for me," said Eric. "All I had to do was install it on the server and push it out to the branch offices. It took a lot of work off my shoulders."

In Eric's eyes, the Simplex-IT team is an indispensable partner.

"When I need them, they are there," said Eric. "When I run into a problem that I can't solve, I just give them a call. Whether it's something as big as a server outage or as small as having a laptop drive imaged, I turn to the Simplex-IT team if I'm frustrated and can't figure it out, and they take care of the issue for me."

Sometimes, Panzica benefits from having someone from Simplex-IT actually on site.

"One day, I had to set up three servers for job sites and configure them from scratch, and I didn't quite know how to do that," said Eric. "A team member from Simplex-IT came to my office to help. I didn't pay him to do the work for me. I paid him to help me through the process so I could learn how to set up things the correct way. This empowered me to go through the process again by myself if I needed to."

Additionally, Simplex-IT goes beyond the call of duty by consistently monitoring Panzica's network. As an example, there was an evening when the Simplex-IT team noticed a lot of error messages that indicated that Panzica was getting hit with a virus.

"It was around eight o'clock at night when I got a call," said Eric. "I was having dinner with my family, but Simplex-IT was monitoring my network. Because we got advance notice, we were up and running in just over one day. Then we started to rebuild and restore from our backups."

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RESULTS

Panzica saved money and gained a greater competitive advantage.



Increased productivity



Saved money



Happier employees



Greater competitive advantage



Increased technical flexibility in field offices