


IT Managed Services & Cybersecurity for HVAC Company

PROJECT DETAILS

 IT Managed Services, Cybersecurity

 Nov. 2020 - Ongoing

 Less than \$10,000

 *"We're happy with their services."*

PROJECT SUMMARY

F12.net provides ongoing managed IT services for an HVAC company. The team focuses on managing the client's Microsoft 365 accounts and ensuring the security of their computers and software.

PROJECT FEEDBACK

With F12.net's help, the client has lowered their odds of being hacked and increased their problem-solving efficiency by fourfold. The team is very professional — they deliver on time, stay within budget, and address queries or concerns quickly. Overall, they're a reliable and trustworthy partner.



The Client


Introduce your business and what you do there.


I'm the owner of A1 Air Conditioning & Heating, an HVAC company.

The Challenge

What challenge were you trying to address with F12.net?

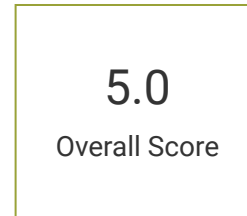
We needed help with IT services, and we wanted to rely on and trust an IT company more than our previous one.

 **Peter Messenger**
Owner, A1 Air Conditioning & Heating

 HVAC

 Oakville, Ontario

CLIENT RATING



Quality: 5.0



Schedule: 4.0



Cost: 4.0



Would Refer: 5.0



The Approach

What was the scope of their involvement?

F12.net provides us with various IT services. They manage all of our Microsoft 365 accounts, including Outlook, Excel, Word, and OneDrive, and we buy all our computers and software from them. They also manage our computers' security and do everything related to that. Additionally, they do some of our cloud computing and backups.

They also develop security software for mobile devices such as iPads and cell phones. They've added mobile device management to enhance cell phone security.

What is the team composition?

We have a primary contact from their side, but they have a large call center that looks after us.

How did you come to work with F12.net?

We found them through a referral. We liked their proposal, and the referral said they were good to deal with.

How much have you invested with them?

We spend about \$8,000 CAD a month.

What is the status of this engagement?

We started working together in November 2020, and the engagement is ongoing.

The Outcome

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



They've helped improve our efficiency; our turnaround on resolving problems is four times better now. We've also definitely decreased the odds of being hacked and are getting more services from them. Overall, we trust them more that they're getting the services performed properly.

How did F12.net perform from a project management standpoint?

They deliver the work on time and within budget. They communicate well and are quick to answer and hop on our computers right away. Most of the time, they can fix the problem immediately. Sometimes, they just help you out with whatever you need.

Are there any employees from the service provider's team that you would like to give a shout-out to in this review?

Brian has been doing a good job.

What did you find most impressive about them?

We're happy with their services.

Are there any areas they could improve?

No, there's nothing that comes to mind.

Do you have any advice for potential customers?

Sign up for their management program. You'll have the service when you want, and your downtime will be limited.