Managed IT Services for Utility Construction Company

PROJECT DETAILS

🏷 **IT Managed Services**

📅 **Dec. 2018 - Ongoing**

💲 **$50,000 to $199,999**

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> *"I've definitely noticed process improvements as a result of us working with F12."*

PROJECT SUMMARY

F12 provides ongoing IT support for a construction company. They migrated the client's onsite servers to the cloud, deployed workstations, and set up Microsoft Office 365 and Teams, among other services.

PROJECT FEEDBACK

Despite a bumpy start to the relationship, F12 leads a well-managed IT relationship built on regular check-ins, clear expertise, and a high level of proactiveness. Their eagerness to solve and deploy a solution makes them a valuable partner.

The Client

Introduce your business and what you do there.

I'm one of the owners of Con-Elco, a utility construction company.

The Challenge

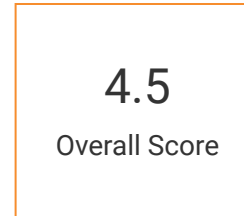**What challenge were you trying to address with F12.net?**

Our IT service provider went out of business, and we needed someone to take over those services.

Nick Melatti
Owner, Con-Elco LTD

Construction

Toronto, Ontario

CLIENT RATING

4.5
Overall Score

Quality: 4.0

Schedule: 3.5

Cost: 4.0

Would Refer: 4.5

The Approach

What was the scope of their involvement?

F12 manages our servers and IT needs. They first took stock of the programs and hardware we had to identify the most important services first. They migrated our onsite servers to a cloud environment per our request, and we're now reducing total servers and capacity when we can. After that, they deployed our workstations and provided onsite training for our employees.

A lot of this work required an onsite presence, but now, they're largely remote. The team helped us upgrade to Microsoft Office 365 and Microsoft Teams, and they installed a remote access system. They've taken over management of our satellite offices as well, deploying workstations there under their oversight.

The only software we had in the cloud already before F12 joined the team was our accounting set-up. However, our service provider for that ran into trouble, and F12 was able to onboard us to their own server in an hour. We were in a tight spot because of that, so I appreciate how quickly they got that done.

What is the team composition?

From the onset, we worked with five different people, including a project manager. It changed during the process, but the people tended to stay the same.

How did you come to work with F12.net?

F12 took over the client list for our previous IT service provider and reached out to us to pitch their services.

How much have you invested with them?

We've spent $50,000–$100,000.

What is the status of this engagement?

The partnership started in December 2018. We're still working with them on different projects.

The Outcome

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

F12 does a great job. In the beginning, we had some transition issues because I don't believe we were the type of business their model was created to support. They lacked processes to handle certain situations that we faced, and we saw a lot of turnover in our account management. However, they worked with us, and now we have a strong partnership. I've definitely noticed process improvements as a result of us working with F12.

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

Since the transition ended, they've done a good job. I have a close and open dialogue with our point of contact and the team underneath them. We're constantly making sure that our processes are working properly on both sides. We communicate via email.

What did you find most impressive about them?

Whenever I have an issue, F12 listens to me, helps me come up with a solution, and executes it quickly. That was not the case with my previous service provider.

Are there any areas they could improve?

The rollout of F12's services could have been better. We would have liked more communication around their expectations and progress in the beginning.

Do you have any advice for potential customers?

Any time a company asks me for a referral, I ask what they'd need F12 for. F12 works well for us because they're our entire IT department. I wouldn't necessarily recommend them to work alongside an existing in-house IT team.