


# IT-Managed Services & Cybersecurity for Real Estate Dev Co

## PROJECT DETAILS

 IT Managed Services, Cybersecurity

 Jun. 2020 - Ongoing

 \$10,000 to \$49,999

 *"They're consistently on time and very transparent about the budget."*

## PROJECT SUMMARY

F12.net provides managed IT services for a real estate development company. The team handles help desk support, cybersecurity, and remote desktop management and has assisted with a new office installation.

## PROJECT FEEDBACK

Thanks to F12.net's efforts, the client has seen lower downtime, and F12.net's work meets their expectations. The team delivers timely work within the budget, and their communication is consistent. F12.net has a remarkable retention rate, with the same technicians working with the client for years.



## The Client


Introduce your business and what you do there.


I'm the head of IT for Core Development Group, although I oversee five different companies.


## The Challenge

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

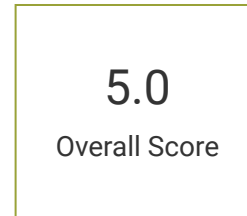
We needed support with our IT infrastructure.

 **Konrad Bald**  
Head of IT, Core Development Group

 Real estate

 Canada

### CLIENT RATING



Quality: 5.0



Schedule: 5.0



Cost: 4.5



Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

F12.net provides us with help desk support and other IT services. They also work on projects that come at an additional cost. Their services include cybersecurity, remote desktop management, firewall management, endpoint management, internet management, project management, and licensing management.

F12.net has also helped us move offices. They've set up new Wi-Fi, done all the cabling, and set up the latest firewall. They've purchased and installed hardware, including the firewall and switches for our router, assisted us with internet providers, and installed Wi-Fi plugs that extend its range.

### What is the team composition?

We work with around 6–7 people from F12.net, including three levels of support, although our primary contacts are in levels one and two. We don't interact with the person on level three very often.

### How did you come to work with F12.net?

We had another IT service provider that wasn't working out. We reviewed a few of them, and F12.net acquired 365 IT, so that's how we're working with them. Their pricing and service model looked good regarding what we would get and the transparency of their offers, so we chose them to have fewer downtimes.

### How much have you invested with them?

We spend around \$30,000 CAD per year with them.

### What is the status of this engagement?

We started working with them in June 2020, before F12.net acquired 365 IT, and the engagement is ongoing.



## The Outcome

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

F12.net meets our expectations, and we've seen decreased downtime.

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

They're consistently on time and very transparent about the budget. They have a guarantee about the budget they've set. F12.net's communication has been very efficient, and they respond within the day. We use a ticket management tool, phone calls, emails, and text messages.

What did you find most impressive about them?

The team has a very high retention rate. I've worked with the same technicians for five years, which is outstanding for their industry, which usually doesn't have a reasonable retention rate. I work with many of them, and they're all excellent.

Are there any areas they could improve?

No, there's nothing they can improve on.

Do you have any advice for potential customers?

Have a good foundation for your organization. F12.net can't help you if you don't have everything organized.

