

Managed IT Services for Credit Union

PROJECT DETAILS

 IT Managed Services, Cybersecurity

 Aug. 2023 - Dec. 2024

 \$50,000 to \$199,999

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PROJECT SUMMARY

F12.net provided managed IT services for a credit union. The team installed firewalls and switches. They also implemented software on servers and provided end user support and security monitoring.

PROJECT FEEDBACK

F12.net delivered the project on time despite unforeseen delays. The team had a strong project manager who ensured everything was organized. Communication was done via Microsoft Teams. The client was impressed with the team's willingness to listen and discuss anything.



The Client


Introduce your business and what you do there.


I'm the director of IT at a credit union.


The Challenge

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

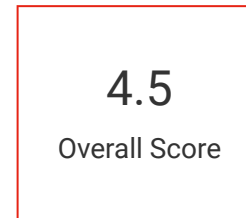
We needed help with our entire IT technology stack, including help desk support. We also needed assistance with running our network and applications in a data center.

 Director of IT, Credit Union

 Banks

 Cranbrook, British Columbia

CLIENT RATING



Quality: 4.5

Schedule: 4.5

Cost: 4.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

F12.net installed new firewalls and switches at our locations. They were also responsible for implementing software on their servers and some local servers. Additionally, they supported our end user computing, particularly desktops and laptops. The team provided on-site services to implement various devices. F12.net also provided security monitoring services.

What is the team composition?

We had direct contact with 20–30 members of F12.net’s team during the implementation project.

How did you come to work with F12.net?

We went to an RFP, and F12.net was one of the respondents. We used a weighted scorecard to assess the 6–7 responses to the proposal we received, and F12.net came out on top. That’s when we started to onboard them.

How much have you invested with them?

We spent around \$50,000–\$100,000 CAD.

What is the status of this engagement?

We worked together from August 2023–December 2024.

The Outcome

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

By and large, the project was delivered on time. There were some delays, but those were predominantly outside of F12.net’s control.



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

F12.net had a very strong project manager. She was replaced partway through the project, but she was replaced with a really good replacement who took care of the last few milestones. He also did a great job.

We used Microsoft Teams for communication.

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

I'd like to give a shout-out to Ross, Jamie, Christine, and Edward.

What did you find most impressive about them?

F12.net was open to discussing anything and willing to listen.

Are there any areas they could improve?

The one thing that they could have improved was the turnaround time. However, this was more related to the operational side. Additionally, F12.net did an internal reorganization halfway through our project. The objective and goal of the reorganization were sound and helped them improve in the long run, but it did cause some disruption to our project.

Do you have any advice for potential customers?

Make sure you have internal partners assigned to work with F12.net so that they have a go-to person within your organization.

