![TrinWare logo](Hardware + Software + People)

Case Study:

Transforming Our Client's IT from Outdated to Exceeding Expectations

After partnering with Trinware, our client's systems have been transformed into a high-performing infrastructure that exceeds industry standards.

Problems Our Client Faced

The combination of fast growth and an understaffed IT department created the perfect storm of obsolete infrastructure and vulnerable systems for our client. As problems arose, their one outsourced IT technician was becoming overwhelmed with putting out fires. Some of the main issues our client faced were:

- ✖ **A host of legacy equipment that faced security risks**
- ✖ **Lack of uniformity across their network**
- ✖ **Slow response times**
- ✖ **Difficulty responding to onsite IT needs**
- ✖ **No standardized process for onboarding and offboarding employees**
- ✖ **Lack of connectivity with their remote office**

The company couldn't keep up with the rapid changes in technology along with the growth of their company. When our client realized they needed a complete IT overhaul, they reached out to our team at TrinWare.

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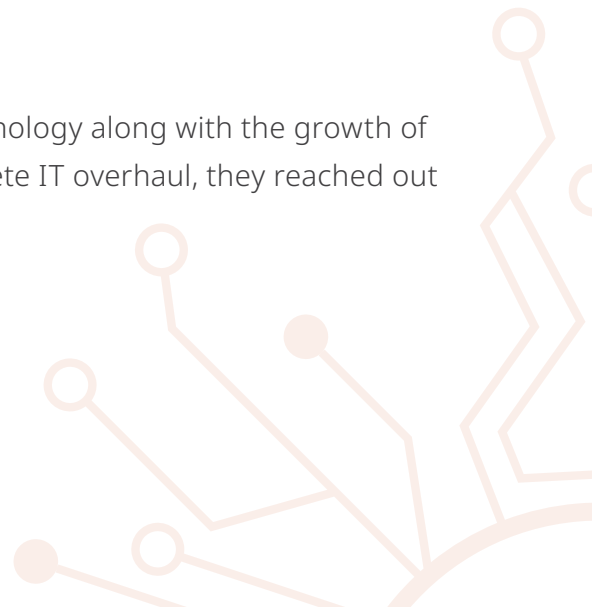
Our Solutions

Our experts at Trinware could see that in order to be effective in today's world of hybrid work and increased threat from security breaches, our client needed stronger network security between home and office, standardized onboarding and offboarding processes, and customized infrastructure solutions.

Our goal was to improve efficiency by streamlining every point of their IT strategy, all while keeping costs competitive. Our solutions included:

Full Fortinet Stack Environment

We converted our client's entire network stack to provide high-performance network security solutions that protect a network, users, and data from continually evolving threats, and implemented fortinet firewalls, switches, and access points.

VPN Tunnels

To improve connectivity between offices and at-home workplaces, we created VPN tunnels to keep data safe and encrypted as it travels and ensure that everyone had access to the information they needed as safely as possible.

Customized Computer Systems

Customized computer solutions were essential for creating client-branded machinery that improved uniformity and efficiency, and once we streamlined their client processes, their response time went from days to minutes.

Onboarding and Offboarding Standardization

For standardized offboarding and onboarding, we created a digital document that allows our client to determine what applications, file shares, and type of computers each employee has access to better track device management and employee access.

Microsoft Security Policies & SentinelOne

The company's cybersecurity practices needed major adjustments, so we implemented several Microsoft security policies in their systems and installed SentinelOne—the new standard in autonomous cybersecurity—on every piece of technology, including workstations and servers.

Weekly Security Audits

To ensure that our client's IT systems are staying in perfect shape, we are performing weekly security audits. As the company grows, we'll scale its technology along with them so that its IT is never an obstacle to its success.

The Results

Since contracting with Trinware for managed IT services, our client has experienced a quick return on their investment. They've seen more uniformity, security, connectivity between offices, and their executive-level managers are impressed with the results. Measurable results include:

✔ Response time went from days to minutes

✔ 200 Microsoft security best practices were implemented

✔ Developed a 5-year plan for their infrastructure to remain future-proof

From the client:

" The first month of Trinware's services was the first time in 2 years that I didn't have employees complaining about IT. "

Trinware is there to quickly help them with any issues, reducing downtime and troubleshooting by internal staff. Our clients' success is our success, and we were able to help them achieve an IT infrastructure that supports success at every turn.
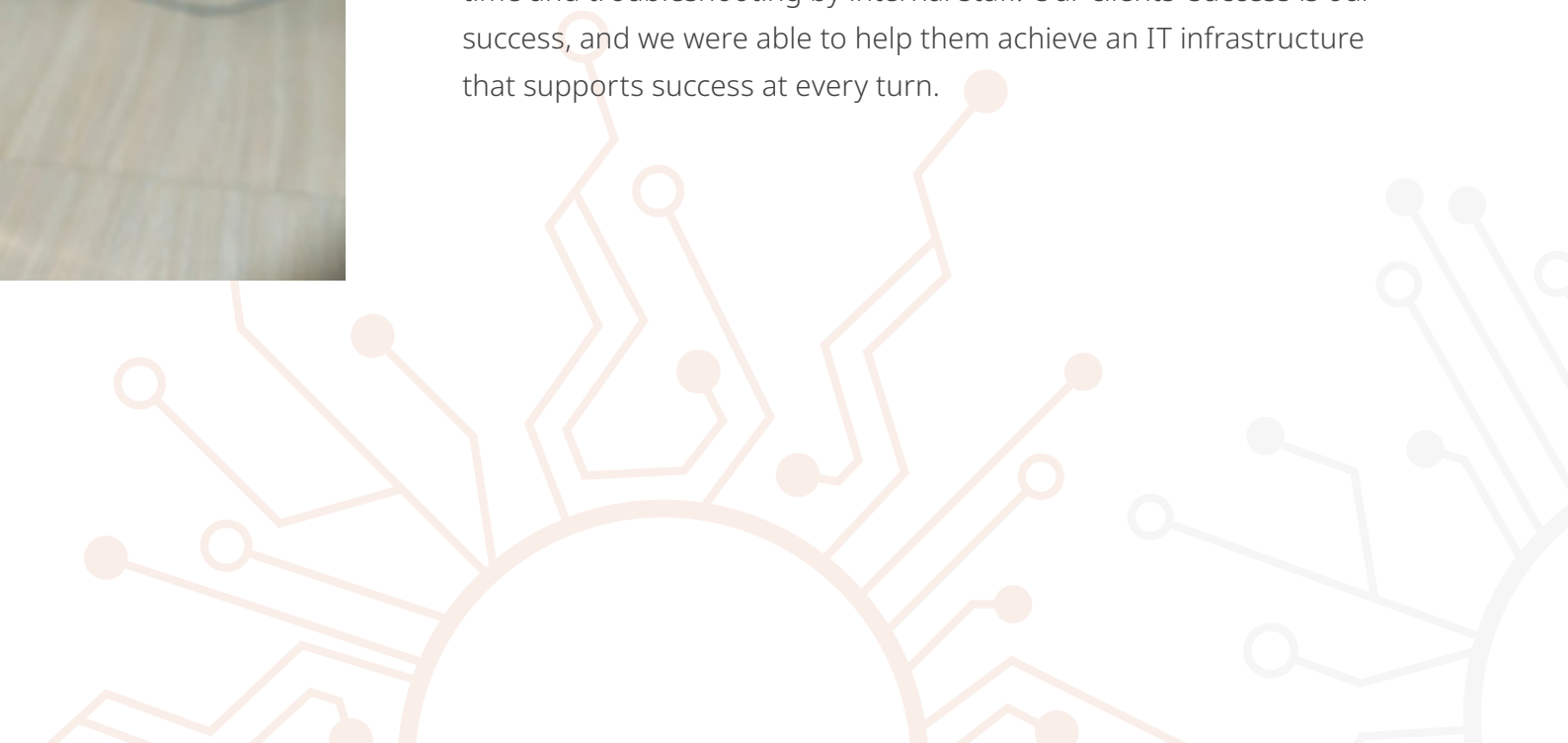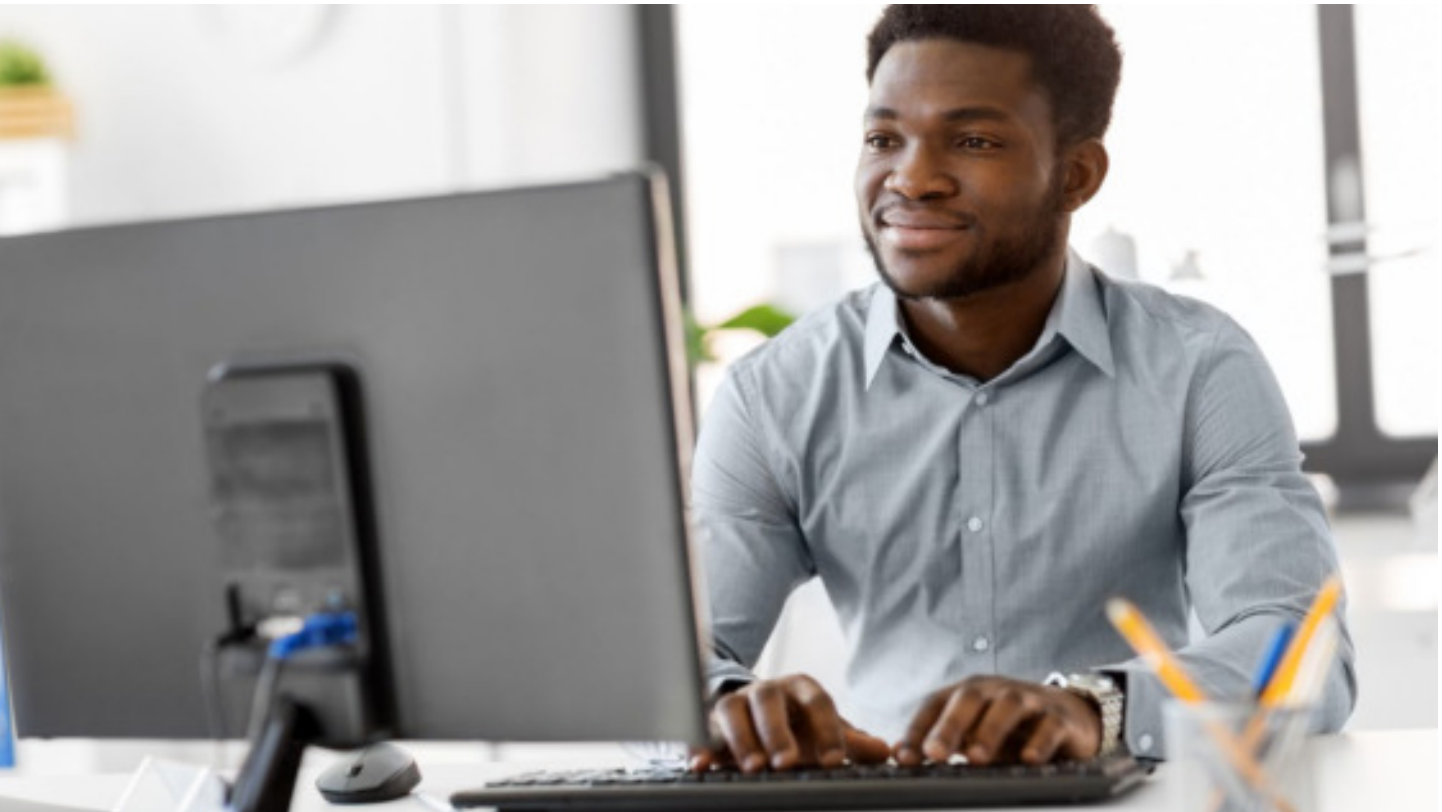
What Comes Next?

We have designed an infrastructure for our client that will support them long-term—for the next 3-5 years—while we work on keeping them future-proof and continually updating legacy technology.

Our next priority is to decommission old servers and move most virtual machines to new servers as technology develops. To prepare them for anything that might come their way, we'll be implementing disaster recovery and business continuity plans that are custom-designed for their particular infrastructure.

This company's IT was a roadblock, but now it's a springboard for success. A company's IT should work for them, not against them, which is why finding a trusted managed service provider was a game-changer for our client.

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