

Technical Case Study

The Truth about Hourly Rates

Situation

BPG Graphics, a large Markham based print company, relied on a 2 man IT company to manage it's IT environment. Their hourly rate of \$40/hour appeared to be a great deal. With delays in service, often days, delay in quotes and an underlying feeling of paying for in-experience, BPG decided to bring in a second opinion. D-Tech Consulting provided a free audit of their IT environment and shed light as to what was actually going on.

Solution

D-Tech Consulting provided a proposal to manage BPG's IT environment from top to bottom. Initially, BPG was reluctant to move forward as the hourly rate was more than double what they were previously paying. But upon closer look, for less money than they were paying annually, D-Tech would be able to satisfy all IT needs and concerns. D-Tech's proposal listed services that BPG wasn't getting including: Server monitoring, backup assurance, network and security audits, server maintenance and license management. The decision was easy.

Results

With little to no cooperation from the previous IT Company, D-Tech was still able to fully audit and document the BPG network setup. Security and general IT gaps were closed and the staff and business saw immediate results. Their downtime was reduced drastically, invoice for dozens of hours a week, all but disappeared, data backups happened daily on ALL their data, network performance was notably increased, management and sales were now able to securely VPN in the office and they fully utilized the capability of what their IT setup could provide them. The CFO of the company expressed great relief and noted that he can now sleep comfortably at night knowing all the IT is in good hands.

Technologies Used

Dell Poweredge Servers | FileMaker Server | Microsoft Small Business Server | Dell PERC | Raid Controllers | Symantec Backup Exec | AVG Antivirus | Symantec BrightMail Anti-Spam

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