



IT Consulting & Managed Services for Manufacturing Co

PROJECT DETAILS

 IT Managed Services, Cybersecurity, IT Strategy Consulting

 Feb. 2016 - Ongoing

 \$50,000 to \$199,999



"How they respond and how quickly they can rectify issues have impressed me the most about their work."

PROJECT SUMMARY

CGTechnologies provides managed IT services for a manufacturing company. The team has handled server monitoring, web hosting, and firewall monitoring and provided cybersecurity consulting.

PROJECT FEEDBACK

CGTechnologies has been a reliable partner for the client. The team has been dependable, and the client can rely on their expertise. The team has handled technical issues well, and the client has been very satisfied with their responses. Overall, the team has exceeded the client's expectations.



The Client

Introduce your business and what you do there.

I'm the design manager at a manufacturing company. We fabricate custom stainless steel pressure vessels and equipment. I've been with the company for 32 years and am the IT liaison with the IT provider.



Design Manager,
Manufacturing Co



Manufacturing



Brampton, Ontario

The Challenge

What challenge were you trying to address with CGTechnologies?

We needed their expertise with servers and other equipment, as well as their services and advice on dealing with current situations like fraud, fraudulent emails, and cybersecurity.

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 4.0

Cost: 4.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Initially, we only needed on-site or remote IT services. We liked their approach of prepaying a bank of hours and then deducting the time from the bank of hours. It was something we didn't find anywhere else.

They helped us with computers, servers, and backups at the time. In the year of 2019, we had a ransomware attack, and they took over all the IT services. They installed a brand-new server and backup. Now, they provide us with web hosting, server monitoring, firewall monitoring, antivirus, workstation monitoring, and off-site and on-site backups.

What is the team composition?

We've worked with four or five teammates but mainly worked with two people; one of them was Indy, the director of technology. A few IT technicians have come in and out throughout the years.

How did you come to work with CGTechnologies?

They were a referral. Someone we knew had contact with them, and they came over and discussed their business model.

How much have you invested with them?

We've spent between \$50,000–\$200,000.

What is the status of this engagement?

We started working together in February 2016, and the engagement is ongoing.





The Outcome

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

We really appreciate working with them. They're very dependable, and we can rely on their expertise. When we call them, they're always there and generally handle technical issues very well.

How did CGTechnologies perform from a project management standpoint?

They've exceeded our expectations. They're pretty good at project management. Sometimes, they don't explain how long it will take to switch things over. For example, we had a new server put in two years ago. The initial phase was quite easy, but when we had to do the switchover, there were a lot of interruptions and debugging to do. There was no timeframe for this.

Overall, I'm very satisfied with their responses. We communicate regularly through email, Zoom, Google Meet, and phone calls.

What did you find most impressive about them?

How they respond and how quickly they can rectify issues have impressed me the most about their work.

Are there any areas they could improve?

I don't think there's anything they can improve on. They meet and exceed our expectations.





Do you have any advice for potential customers?

Connect with the two people we work with. They're very knowledgeable and around. You can ask them any questions, and they'll guide you and give you the best feedback. They're looking out for the customer's interest.

