



IT Network Management for Engineering Certifications Group

PROJECT DETAILS

-  IT Managed Services
-  Feb. 2009 - Ongoing
-  \$1,000,000 to \$9,999,999



"They're highly dependable; in many situations, they go beyond what we ask from them."

PROJECT SUMMARY

CGTechnologies provides IT support services for an engineering certification organization. Their work revolves around server maintenance, IT infrastructure management, and remote desktop solutions management.

PROJECT FEEDBACK

Stakeholders are happy with CGTechnologies' outputs. Their performance always receives positive feedback from company directors. On top of that, the client values their dependability in any situation. They're also highly responsive and go above and beyond to exceed the firm's expectations.



The Client

Introduce your business and what you do there.

I'm the IT manager at the Ontario Association of Certified Engineering Technicians and Technologists (OACETT). Our organization certifies people in the engineering field. We have 30 people in our staff and 25,000 members; most of them are located in Ontario.

The Challenge

What challenge were you trying to address with CGTechnologies?

We hired CGTechnologies to provide us with technical support.



Mariano Martinez
IT Manager, OACETT



Nonprofit



Canada

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

CGTechnologies hosts five of our servers, including our web, database, and exchange servers. Everything is located in a data center, which the team can duplicate in another facility in case we experience any issues. Their resources also help us with specific IT tasks, such as WiFi, server, and configuration upgrades.

When we have projects with CGTechnologies, they're mainly related to our IT infrastructure. For instance, we've switched from an in-office setup to using remote desktops, and they've collaborated with us to adopt the software pieces we need. To support this, they've worked with other third-party vendors. On top of that, they've set up our VPNs and firewalls. Simply put, they handle everything related to our network infrastructure.

What is the team composition?

Since their company has grown over time, the team composition has also undergone changes. We've worked with Attilio (President) and Matthew (CTO). Inderjit (IT Infrastructure Manager) has also been working closely with me, especially regarding software licenses. Overall, we've collaborated with many technical people from their side, but these three people have been providing us the support we need.

How did you come to work with CGTechnologies?

We chose CGTechnologies because of their loyalty and flexibility. They accommodated us well and developed an excellent relationship with us in a way that worked perfectly. They were also efficient and dependable; they were always there when issues occurred. As a result, we continued our relationship with them.

How much have you invested with them?

We spend \$80,000 every year.





What is the status of this engagement?

They might have been working for our company before I joined it, but our partnership started in February 2009, and it's ongoing.

The Outcome

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

For success metrics, if we have any project or tasks that demand anything from CGTechnologies, we ask our association's directors for feedback. So far, every feedback has been positive; we never receive any negative comments. On top of that, the team's response times are good.

How did CGTechnologies perform from a project management standpoint?

CGTechnologies is good at meeting deadlines. One good thing about our relationship is that we're realistic. Apart from that, we also count on each other; if we need anything, we tell them in advance. They then set up a team and work with us.

CGTechnologies is also great around resources, time, and completions. Delays rarely happen, and we understand them if they need more time. More often than not, they complete their work on time. Finally, they're highly dependable; in many situations, they go beyond what we ask from them.

What did you find most impressive about them?

They're truly reliable. When we're in a complicated situation, they pursue our goals and continue working hard to solve our problems. Whatever I ask them to do, they're there; they have my back and provide support.

Are there any areas they could improve?





In the past, they had one accountant so the billing came on the first of every month. Now, they no longer have that role filled in, so the billing sometimes comes on the fifth or sixth of the month. This doesn't have any impact on the quality of their work, but it may be something they'd want to change in the future.

Do you have any advice for potential customers?

Be clear about your needs. If you need something, say it — CGTechnologies will work with you and find a solution for you. The clearer your needs and expectations are, the better. This advice is applicable to everyone, but it's the best approach to the CGTechnologies team.

