

**INDUSTRY:** Electrical Construction

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## THE CHALLENGE:

When people at our electrical construction client's team hear the high-pitched ring-a-ling of a bell, they cheer. The echoing sounds indicate a new job has been awarded to the network infrastructure company. And that means business is growing. So, how does technology make the bell ring?

For them, it wasn't about changing out computers, software or servers, but, rather, making better use of what they had, increasing speed, and, believe it or not, accessing it all.

Yes, accessing the company's own server or knowing the passwords to something as simple as their Go Daddy account were major obstacles related to their previous IT consulting firm. "They would come in and do their maintenance and answer calls for support, but it would seem like a band aid on our problem and then the problem would still be there," said their Office Manager at the Crest-Hill based company. She adds, "They held us captive. We didn't have access to our own server. We didn't know the passwords, and they didn't want us to know. 3Points does not want to have that control. They want to manage it, but they want you to be in charge of your own system."

## THE SOLUTION:

The first step for them was a 3Points audit. Recommendations fell into two categories: Maintenance Services for initiatives requiring immediate attention and Enhancements for longer-term improvements.

One of the areas cited in the audit was their backup system. According to Wills, the drive broke down four or five times since its purchase, requiring the former IT consultants to come out and replace it. "When I told them (3Points) about this, they told us they always test things first for performance before they push it out to their clients. They had tested the same backup drive in their facility and they didn't like it so they wouldn't put it on their clients' servers."

Another problem area was their accounting system. She said it would often lock up. "Then we would have to reboot the server and everybody would have to save their stuff and get out," she said. "It was very disruptive. 3Points is more accommodating in that area and they try to wait until the end of the day or when we're all eating lunch."

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CASE STUDY

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They chose a maintenance agreement where a 3Points technician visits once a month. “John gets familiar with our system and what each individual wants and prefers. Then we go over, in addition to normal maintenance, what we need to look at. At the end of the day, we go over everything. That’s helpful,” she said.

For additional service items, 3Points offers support through its Network Operations Center (NOC). Since partnering with 3Points last summer, they have “opened a lot of cases because there are so many things that were not rectified with the previous company” according to Wills. As time goes on, she sees that happening less and less.

In addition to regular maintenance, 3Points has upgraded their server, added a dual backup with a copy in the cloud and one on a hard drive, and is now in discussions with them about a PC replacement plan. “The computers get slower over time,” she said, “and it’s important to not have outdated equipment.” With about 20 electricians dispatched to job sites

like hospitals, colleges and other large campus settings, they are considering using mobile phones to document timecards and other customer data.

Perhaps one of the most helpful things about 3Points has nothing to do with technology. She says, “The one thing that I find refreshing is that when they explain something – they do it layman’s terms. They don’t speak over your head. I like the fact that they explain things in a way you can understand what they are doing. They say ‘Here’s the problem and here’s what I did to correct the problem.’ And they are very professional but down to earth and personal. They try to give you advice, but they don’t pressure you to do everything all at once. That’s important for a small business.”

# CASE STUDY