



## Engineering Firm Expands to New Markets and Grows by 83% Since Switching to IsUtility®

HVJ & Associates, one of the largest specialty engineering companies in Texas, experienced chronic IT issues that inhibited the firm's ability to respond to time-sensitive projects. IsUtility® was hired to resolve IT issues, synchronize satellite locations, and provision the firm to enter new markets.

### The Challenge

For this multi-location engineering firm, IT was a constant "thorn in the side". It was not unusual for server crashes and other equipment failures to waste hours, even days, of productivity. The provisional solution of hiring IT consultants only produced prolonged waiting delays and rarely fully-resolved technical issues - further inhibiting the firm's ability to respond to time-sensitive projects.

### The Goal

The firm sought a solution that would assume the risks of IT ownership, manage their systems more efficiently, synchronize and collaborate the data between satellite locations, provision the firm to respond quicker to change and extend their reach into additional markets.

### The Result

By shifting the onus of IT ownership to IsUtility® the firm enjoys instant centralization of its data and all satellite locations under a single "virtual roof." Offsite engineers have instant access to company information, enabling seamless collaboration with headquarters and across the supply chain - resulting in quicker time-to-market and new business opportunities.

IsUtility® expedited the firm's plan to acquire companies in additional markets within one year. Thanks to a more scalable cost structure that allows executives to add new computer users and applications with a click of a mouse, HVJ has grown by 83% since 2006. While Hurricane Ike ravaged the Houston area, HVJ employees never suffered lost or delayed access to company data which is protected and backed up in a hurricane-proof SAS-70 Type II datacenter, provided as part of the IsUtility® service.

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*It's hard to believe there is such a service as IsUtility®. There are so many things we don't have to worry about anymore. It feels like there's always someone down the hall to help.*

- Debi Kloote, HVJ & Associates

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## Case Study Summary

### The Challenge

- ▶ The firm's satellite locations could not properly collaborate with HQ and others across the supply chain, resulting in lost business opportunities
- ▶ Inordinate computer downtime inhibited business process efficiency
- ▶ High-priced consultants kept employees waiting for IT assistance, delaying processes
- ▶ To stay competitive, the firm required the capacity to respond instantly to market change

### The Results

- ▶ Centralized, enterprise-level IT network enables remote engineers to seamlessly communicate with HQ, resulting in quicker time-to-market and new business opportunities
- ▶ The firm deploys IT resources on an as-needed basis, reducing overhead and positioning the firm to adapt quicker to market change
- ▶ The firm has expanded its reach into three new markets within a year of partnering with IsUtility®, and has grown by 83% since 2006

