

## Delivering IT Solutions to an Electrical Contractor: A Case Study

### About Brandt Electrical Services, Inc.

Brandt Electrical Services, Inc. has been in business since 1987, serving as an electrical contractor for newly constructed buildings, as well as handling remodeling work and repairs.

With 45 employees regularly leveraging technology in order to complete their day-to-day tasks, IT is a crucial consideration for Brandt Electrical's operations and success.



### Pain Points

Prior to partnering with Walsh IT Group, Brandt Electrical would call their service provider for assistance and often encounter a barrier, in that the call was never answered by an actual person. Instead, Brandt Electrical would have to wait for a call-back before they could begin troubleshooting. Furthermore, they did not offer remote support, which meant that if the issue was significant, downtime would continue until a technician arrived onsite. To make matters worse, their pricing was inconsistent and excessive. As a result, Brandt Electrical was losing a lot of time and resources waiting for support. There were serious problems with this approach of maintaining their IT.

Finally, a family member referred the company to Walsh IT Group.

### Plan of Action

Switching over to the services provided by Walsh IT Group proved to be a wise move by Brandt Electrical. As two companies dedicated to providing above-standard services, there is a mutual prioritization of seeing that the job is done right. Furthermore, as a business founded on a sense of family values, Brandt Electrical Services saw a kindred spirit in Walsh IT Group. Brandt Electrical would be able to confidently budget for their IT needs, as their rates would be unchanging from month-to-month.

The only changes to their invoice would come if the services delivered by Walsh IT Group were to change as well.

## Solutions

Walsh IT Group has proven to be an invaluable resource for Brandt Electrical over the years. The benefits that come with a budgetable managed services approach have been of use to Brandt Electrical. Following Walsh IT Group's guide, Brandt Electrical is able to call for assistance at any time, and are guided through upgrade processes. The company has seen their processes become more streamlined as a result of working with Walsh IT Group, as well as introducing remote access capabilities to their workforce.

There have also been times that Brandt Electrical have had some close calls that Walsh IT Group was able to mitigate. At one point, the company was struck by a ransomware attack. Walsh IT Group worked long hours to help Brandt Electrical recover, and then designed and implemented a backup and disaster recovery plan that would enable them to recover from the damage of such an attack much more quickly, if the attack wasn't mitigated entirely.

Part of this plan ensures that their entire data and domain environment is backed up both onsite and offsite periodically. Depending on the issue, their entire environment can be restored in 24 hours (as it was after Hurricane Harvey) or as little as 10 to 15 minutes (in case of a ransomware attack).

*"We at Brandt Electrical Services highly recommend Walsh IT Group to any and all companies that are shopping around for cost effective, knowledgeable professionals that make your business a priority."*

*-Paul Brandt, CEO*

## Results

Brandt Electrical has seen a considerable boost in their security and efficiency, stating that it has increased by "100 percent." Mary Lynn, the company controller, is confident that she knows who to call if she ever needs help with the technology that enables the company to operate efficiently and effectively. As a result, all of Brandt Electrical's IT needs have been attended to, regardless of size, with haste.

**Whether you're an established company in need of streamlined operations, or a newly formed company looking to start off with a valuable resource in your corner, Walsh IT Group is there for you.**