Entering the Tech Zone
A Winning Team to Support a Growing Company

The Cycle of Fashion

Castelli traces its roots back to Milan, Italy in 1876, where a tailor named Vittore Gianni clothed AC Milan and Juventus, two professional Italian football clubs, as well as the Milan Ballet! The first cycling clothing was made in the 1910s for Alfredo Binda, a 5-time champion of Giro d'Italia, an annual multi-stage bicycle race. From that point on, Castelli was the tailor for cycling champions, and the first brand to embark on an entirely women's collection for cycling. Today, they continue to be dedicated to creating the most innovative clothing for the cyclist seeking maximum performance.

Castelli US is Born

In 1998, Castelli made its way to the US, and eventually re-located from Minnesota to Portland, Oregon in late 2005. Mike Sheppard, Director of Operations, heads up the U.S. distribution facility here in Portland, where they process over 15,000 consumer orders a year.
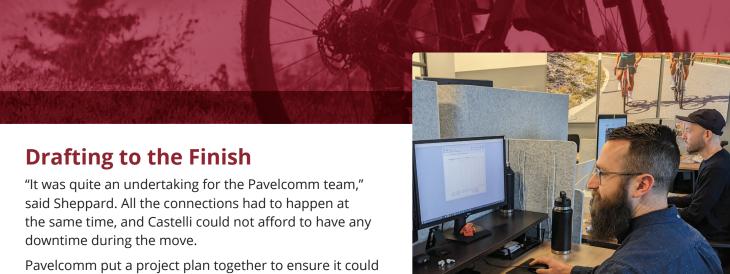
With Sheppard's IT background, he started out managing everything on his own. They had one server and he supported the whole company. As they grew in this new space, Sheppard needed some help supporting systems and users. Since he did not have the network know-how for expansion of their system, he hired an outside firm who managed their IT for 4 or 5 years and got them on their current SIP phone system. The firm eventually dissolved, and Sheppard ended up hiring a full-time IT employee to manage all the networking and servers.

The Lead Out

With growing popularity of the brand, Sheppard felt it was time to upgrade systems and support to accommodate their increase in size and activity. "We totally rely on our connectivity to receive goods and ship customer orders," said Sheppard. "We needed to take things to the next level," he added. Sheppard approached three IT support and managed service providers in the Pacific Northwest and felt that Pavelcomm was the right choice from the minute they met. "The size of the company, their culture, and type of services they offered were a great match for us," said Sheppard. "We put our confidence in them, and they never disappoint," he added.

Several projects were planned to bring their infrastructure up to date.

- Update their existing server

- Migration and customization of existing data to the new server

- Relocate equipment to a secure server room

- Re-cabling and re-connection of the network with minimal disruption

Drafting to the Finish

"It was quite an undertaking for the Pavelcomm team," said Sheppard. All the connections had to happen at the same time, and Castelli could not afford to have any downtime during the move.

Pavelcomm put a project plan together to ensure it could be carried out swiftly and during non-business hours. "The project team was great," said Sheppard. "I was busy running the operations of the business, and they handled everything for us," he added. "At times I wasn't the most responsive to them, but they kept things moving and made sure all the various pieces of the project came together and were completed on time."

"I'm confident in their ability to support our infrastructure," said Sheppard. "When a network outage occurs, I typically find out that Pavelcomm is working to resolve the issue before I even realize we have a problem."

—Mike Sheppard

The Gruppetto

With some very large projects completed successfully, the team at Pavelcomm still has a role to play in supporting Castelli's continued growth trajectory. Today they provide helpdesk support for their employees and keep their entire IT infrastructure up and running. "I'm confident in their ability to support our infrastructure," said Sheppard. "When a network outage occurs, I typically find out that Pavelcomm is working to resolve the issue before I even realize we have a problem. They are proactive and always get us back up and running with minimal interruption. I am incredibly happy with our relationship."

Is Your Team Suffering from Growing Pains?

Contact Pavelcomm today to get connected, stay connected and stay ahead of the pack.

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