

Taking the High Road: How Pavelcomm Helped Engineer a Winning IT Strategy

From the Ground Up

Serving the Pacific Northwest since 1984, GRI is an engineering consulting firm specializing in geotechnical, geological, pavement and environmental engineering services.

They cater to both public and private entities on projects such as port design and construction, pavement engineering, geologic hazard mitigation and water transmission design. From their geotechnical engineers and engineering geologists, to technical editors and drafters, GRI aims to provide exceptional service from start to finish.

The Environment

With over 50 users and a growing need for fully managed IT, GRI was in search of comprehensive desktop and network support to manage their day-to-day operations. GRI sought a reliable MSP (Managed Service Provider) to support their growing business and were evaluating multiple providers.

GRI wanted to partner with a company that serves as strategic advisor and tactical manager of their technology, with the infrastructure and expertise to support them now and in the future.

One of the most important areas that stood out for GRI was desktop support. Knowing who to contact and when to contact them made for a smooth transition; getting issues resolved quickly and efficiently was vital to their productivity.

Pavelcomm provides standard and strategic services to help GRI protect their data, support users, and keep their networks secure.

- Desktop Support
- IT Management (Strategy)
- Back-Up & Recovery Services
- Hardware & Software Updates
- Data Security & Encryption

“We want a partner who not only provides best practice advice, but who can also assist with a cohesive plan and strategy,” said Harmony Miller, HR Manager & Office Administrator with GRI.

The Energy

Transitioning from one MSP to another can be daunting. Onboarding can be difficult for the client and the MSP without proper planning. And with many employees working remotely, the challenge can be even greater. For GRI, Pavelcomm offered the right mix of services and support.

When GRI decided to take their IT requirements to the next level, they had an aggressive onboarding timeline. “Typically, onboarding a new client takes about a month,” said Tim Cooper, Account Manager with Pavelcomm. “With our experience and tight collaboration with the GRI team, we successfully onboarded them in two weeks,” Cooper added.



Two key factors aided their success:

- **Virtual CIO Services** – This executive-level role works with the client to create a long-term strategy to accommodate growth, changes in technology and user needs.
- **Quality Assurance Engineering** – This team serves to evaluate and document the client environment; setting the stage for support and providing secondary tier technicians the information they need to be successful at the user level.

Paving the Way

Leveraging the expertise of an MSP for large projects in addition to daily desktop support is ideal because busy firms like GRI don't often have the time to stay on top of network, hardware and software support.

Key accomplishments have proved effective for both teams:

- Improving their data back-up and recovery process.
- Creating a better system architecture to understand how files are stored and where they are stored.
- Initiating large-scale hardware deployment to replace desktops with laptops and upgrading servers.
- Building a success plan to meet long-term goals, and aligning engineering requirements with the roadmap.

"An understanding of the environment and peripheral requirements allow us to provide streamlined, consistent support," stated Cooper. "This was the key factor in reducing the onboarding time."

"We feel fully supported by the Pavelcomm team. From response times on help tickets, to guidance on best practices, Pavelcomm gets it. We don't feel like we're just another client. We feel like a partner."

—Harmony Miller, HR Manager & Office Administrator with GRI

Onboard with a trusted advisor that has the expertise to keep you ahead of the curve.
Contact Pavelcomm today to schedule a discovery call.

© 2021 - Pavelcomm. All rights reserved.

PAVELCOMM

1640 NW 14th Ave.
Portland, OR 97209

www.pavelcomm.com
info@pavelcomm.com
503-223-5008

Follow Us Today

