Case Study:
Getting Ahead of IT

Getting Technical: How a home builder transitioned into a more efficient and productive business with the help of Total Computer Solutions

WOLFE W HOMES

Executive Summary

Wolfe Homes specializes in uniquely customized homes with the absolute finest in design, craftsmanship and materials. They have been in business since 1980.

TCS helped by:

- Consolidating and simplifying their network, organizing files and data, so that everyone knows where it is and can gain access.

- Providing peace of mind, knowing their data is backed up every 4 hours instead of once a day.

Client Challenges

Wolfe Homes had outgrown its "one-person I.T. shop," which left them lacking internal knowledge on how their network was initially setup. The complexity of maintaining out-of-date computers and equipment had caused them to have crippling downtime that resulted in loss of productivity.

CFO Rick Lyles remarks, "Like most small businesses, we wanted to spend wisely on our I.T. and TCS helped us with a plan to do that."

Wolfe Homes was suffering because of unreliable network connections and the result of a poorly designed network infrastructure.

"We tried to ignore the problem as long as we could, but recognized we needed to do something and TCS recommended a solution that fit our needs." Lyles said.

How TCS Product Helped

As the client did not have a comprehensive overview of their IT functions or a strategy for the future in place, the project began with an assessment of their network.

Our Engineers completed a deep-dive into the infrastructure and accessed the IT needs, while bringing attention to aspects of the network that was interfering with the growth of the client. Based on the assessment we pinpointed a few solutions that offered the client better responsiveness, reliability and the ability to recover from a disaster.

We consolidated their network, moved them to O365, improved their wireless network, eliminated unneeded software and functions and added Backup Disaster Recovery appliance. We provided Wolfe Homes with solutions that matched their budget and needs.

Project Manager Alex Wolfe explains, "With previous projects, from other vendors, we were often down for two to three days. The O365 project with TCS was four hours as planned and went as anticipated."

Results, Return on Investment and Future Plans

At TCS, we took the time to understand their business, providing the right solutions at the right price. Since implementing our solutions and services, the client is now more productive than they have ever been while reducing their IT complexity and cost.

"Supporting IT is not as much a part of my day as it was, I went from working ten hours a week on technology down to three hours a week." said Wolfe.

TCS has arranged our network so that things make sense. TCS wants Wolfe Homes to have peace of mind. TCS has worked well with us to provide a stable network and now Wolfe Homes is now creating its "2017-2018 Wish List."

"Results from our project lets us know we can look forward; not back. I don't have to worry about our server or backup falling on my head." said Lyles.

Wolfe Homes is now more productive and efficient "were ahead on the IT side. TCS has our best interest at hand." said Lyles.

> *"Build a house come to us, build a computer network go to TCS."*
> *~Alex Wolfe*

You manage it; we don't have to worry. We have confidence in TCS, the need for TCS to help create business solutions." said Wolfe.

Do you have a project in mind? We would love to help you achieve your ideas. Click Here.