

A Local HVAC and Mechanical Services Company



PROBLEM

- Technology is a vital component of the company's operation and success. Network stability and availability was needed to ensure customer support levels matched the business initiatives
- Technology support was critical and user issues needed to be resolved quickly as to not hamper the company's customer service

SOLUTIONS

- Standardization of technology platforms implemented to improve user support
- Simplified technology infrastructure and implemented cloud solutions to ensure network uptime and user access.

BENEFITS

- Consistent end user support
- Technology implementation and usage to match the business initiatives
- Business was able to streamline the operations and customer service experience

CNP SOLUTIONS



**VOIP SUPPORT &
MANAGEMENT**



**TIER 1-4
IT SUPPORT**



**BACKUP AND
DISASTER RECOVERY**