


# Managed IT Services & Cybersecurity for Farming Company

## PROJECT DETAILS

 IT Managed Services, Cybersecurity, IT Strategy Consulting

 Jan. 2023 - Ongoing

 Confidential

 *"Their input has become a cornerstone in our decision-making process."*

## PROJECT SUMMARY

ZAG Technical Services has revamped a farming company's network infrastructure and cybersecurity to address deficiencies. Now, they provide continuous IT support, cybersecurity compliance, and system upgrades.

## PROJECT FEEDBACK

Thanks to ZAG Technical Services, the client's IT operations have significantly improved, and the results include reduced downtime, improved device uptime, and nearly a 99.99% uptime for critical services. The team communicates clearly, delivers on time, and provides budget-friendly recommendations.



## The Client

Please describe your company and position.

I am the Director of Information Technology of Peri & Sons Farms, Inc.


Describe what your company does in a single sentence.

Peri & Sons Farms, Inc. grows and distributes a multitude of produce, with an emphasis in onions.

## The Challenge

What specific goals or objectives did you hire ZAG Technical Services to accomplish?

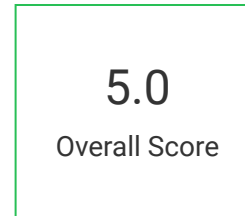
- Tech refresh of network infrastructure
- Day-to-day support of IT operations
- Improved cyber resiliency

 **Alan Thomas**  
Director of IT, Peri & Sons Farms, Inc.

 **Agriculture**

 **Yerington, Nevada**

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



## The Approach

How did you find ZAG Technical Services?

- Online Search
- Referral

Why did you select ZAG Technical Services over others?

- High ratings
- Great culture fit
- Good value for cost
- Referred to me
- Company values aligned

How many teammates from ZAG Technical Services were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

We reached out to ZAG Technical Services when we identified that there were a number of deficiencies in our IT environment. Through ZAG's experts and stewardship, not only has our infrastructure, cybersecurity posture, and overall IT operations improved, but our company has seen a direct improvement via improved uptime and readiness.

Key deliverables include numerous complex and sensitive upgrades to our Citrix environment, planning and deployment of network infrastructure improvements, and numerous cybersecurity implementations (patch deployment plans, regular firmware updates, device monitoring, Cisco Umbrella, etc.) to assist in our cyber resiliency.



## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

We've seen a marked reduction in unplanned downtime, unpatched systems have been reduced to near zero, device uptime and monitoring has vastly been improved over our previous monitoring methods, visibility in regard to access management and monitoring has drastically improved. Overall, with ZAG's help, we've gone from around a 98.5% uptime to nearly 99.99% uptime for all critical services.

They've helped close the gaps in our IT environment as far as skillsets and processes – we could not be happier with our decision to partner with ZAG.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Project management was phenomenal; communication was clear, concise, and regular.

Deliverables were on time, and if something did slip, it was communicated as quickly as possible.

What was your primary form of communication with ZAG Technical Services?

- Virtual Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

ZAG's ability to take into account all aspects of our company and make the most meaningful and budget friendly recommendations. ZAG's experts are extremely candid and will be honest and reliable



when assisting in complex decisions – their input has become a cornerstone in our decision-making process.

## Are there any areas for improvement or something ZAG Technical Services could have done differently?

Not that I can think of. Our interactions and partnership with ZAG has always been extremely positive, and they have brought an incredible amount of value to our IT Department, and company as a whole. We really do consider ZAG as a partner; they've been there for us in some extremely stressful situations.

