


# Managed IT Services for Manufacturing Company

## PROJECT DETAILS

 IT Managed Services

 Dec. 2022 - Jun. 2023

 \$50,000 to \$199,999

 *“We felt wanted as customers, unlike with big companies.”*

## PROJECT SUMMARY

A manufacturing company hired ZAG Technical Services to work on a network segmentation project. The team came on-site for preliminary work and completed the project remotely using Cisco networking products.

## PROJECT FEEDBACK

The client was highly satisfied with ZAG Technical Services' work; the team completed the project on time, under budget, and without any major issues. They communicated well through phone calls and text messages. Overall, they were incredibly responsive, efficient, and personable partners.



## The Client


Introduce your business and what you do there.


I'm the IT infrastructure and operations manager for a manufacturing company.

## The Challenge

What challenge were you trying to address with ZAG Technical Services?

We had a technology project that we didn't have the necessary staff to complete, so we were looking for a managed IT services partner.

 IT Infrastructure & Operations Manager, Manufacturing Co

 Manufacturing

 Lansdale, Pennsylvania

### CLIENT RATING

5.0

Overall Score

Quality: 5.0



Schedule: 5.0



Cost: 4.0



Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

After some interviews and planning, we hired ZAG Technical Services to work on our project and then had them do other projects.

The initial work was a network segmentation project; the technical term was the Purdue model. The network segmentation secured our internet and local networks from each other. ZAG Technical Services used all the Cisco networking products, including Cisco firewalls and switches.

They first came on-site because we were in Pennsylvania, and they were in California. They came to do some of the preliminary work, and the rest of the work was done remotely with our assistance.

### What is the team composition?

Bryan (Enterprise Account Manager) was our project manager. We also had five technical resources, including Juan D. (Principal Solutions Architect), Juan G. (Principal Network Engineer), David (Senior Solutions Architect & Consultant), and Pavel (Security Operations Engineer). David was the lead architect.

### How did you come to work with ZAG Technical Services?

Our Cisco partner recommended them. Initially, we opened an RFP; they were on the list as one of the vendors with experience in this work. We then narrowed it down to three potential vendors. Ultimately, we picked ZAG Technical Services because we liked their project the most.

### How much have you invested with them?

We spent around \$60,000.



## What is the status of this engagement?

We started the project in December 2022 and finished it in June 2023, lasting about 6–7 months.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

We measured success by staying under the initial budget. We didn't run out of money or need to add more funds. ZAG Technical Services came in on the timeline we set and under what we estimated. Moreover, they completed the work correctly. When we closed the project, there was nothing outstanding; everything was easy peasy.

### How did ZAG Technical Services perform from a project management standpoint?

Everything was great. Since we were on the East Coast and they were on the West Coast, we had some different timeframes due to the three hours ahead. However, we had cell phone calls and text messages. We could just pick up a phone call if we really needed it, so it wasn't an issue.

### Are there any employees from the service provider's team that you would like to give a shout-out to in this review?

Pavel basically started the project for us, did the installation, and provided the documentation.

### What did you find most impressive about them?

Of the three companies we interviewed, ZAG Technical Services was the one that better fit our business because they were a



smaller firm. We're not a massive company, so they reminded us of us.

Additionally, they were very responsive. We felt wanted as customers, unlike with big companies, where we'd be just a number.

## Are there any areas they could improve?

I wouldn't ask for any improvements. The improvement opportunities were for us. We didn't know how to work with an outside firm because we used to do everything internally.

The feedback I gave them was that, in my 25 years of working in IT, they were the best company for documentation from a consultant's perspective. Their documentation was highly detailed and easy to follow; it was excellent.

## Do you have any advice for potential customers?

If you're a new customer, make sure you know what you want to ask them. Don't go in there asking what you should do. ZAG Technical Services has diverse skill sets, so they can do a lot for you; you just have to be specific about what you want and ask the right questions. They will get you down the correct path.

