I.T. MATTERS, INC.

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Solutions & Success
The Inside Story

Client	FireTron
Industry	Construction
Respondent	David Maloy, President

I.T. Matters Carefully Develops A High-Quality Service For FireTron

FireTron is a full-service fire safety company, handling both the construction and inspection of fire protection systems at commercial facilities throughout Texas. Founded in 1990, over the course of three decades, FireTron has grown to be the largest individually owned life safety company in the state of Texas. Their portfolio includes sales, design, installation, service and inspection of a wide range of life safety systems to the Houston, Austin, College Station and Victoria markets.

Four years ago, they chose to partner with I.T. Matters for their IT support, after outgrowing their internal department's capabilities.

FireTron's Exponential Growth Exceeded Their IT Manager's Abilities

Prior to working with I.T. Matters, FireTron was experiencing a period of rapid business growth. For some time, they had around 105 employees and were bringing in $18 million each year in revenue.

As it turned out, this was the upper limit of what the staff member in charge of their IT was able to handle. As soon as they began growing more quickly, this one-person IT department was out of their depth. FireTron President David Maloy knew that they needed to update their IT to support their ongoing growth which, among other things, would mean switching from their largely paper-based documentation standard to a digital counterpart.

"We started to go out and try to modernize the business a little bit, and our IT director at the time didn't have the ability to add anything," says David Maloy, President, FireTron.

Knowing that they would need a more capable team overlooking their IT, David began looking for the right company to partner with. He solicited advice from his contacts at Sage, the enterprise software company that provides much of the software FireTron's processes were dependent on. A key priority would be finding a company that had expertise with Sage solutions.

"We utilized some of the consultants that we had for Sage to interview several potential candidates," says David.

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FireTron And I.T. Matters' Partnership Wasn't Perfect From The Start

"They were very adamant that they understood Sage, which was everything to us, as we do everything through Sage, so that's what initially drew us to hiring I.T. Matters," says David.

After interviewing a few IT companies recommended by Sage, David opted to partner with I.T. Matters. He was counting on their expertise with Sage to ensure FireTron's systems would be well-maintained and supported.

However, I.T. Matters didn't immediately have the extensive Sage-based knowledge and experience David expected from them. There were a number of persistent issues that continued to affect FireTron's operations, to the point that David considered finding another team to take care of his company's IT.

I.T. Matters Was Committed To Improving Their Quality Of Service For FireTron

Understanding that they were failing to meet David's expectations, the I.T. Matters team committed themselves to doing better, first by learning even more about what FireTron needed from their Sage systems, and then determining how to more effectively meet those needs.

"It's better now," says David."They really have done a lot better. Things have stabilized and improved very much."

The fact is that no organization is perfect, and that includes I.T. Matters. Our team is always improving the way they serve clients like FireTron, which begins by recognizing where service quality may be lacking. It's our commitment to improvement that allows us to benefit each and every client we've partnered with.

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I.T. Matters Delivers Expert IT Support For FireTron

Four years into this partnership and I.T. Matters and FireTron have achieved an effective working relationship. An I.T. Matters staff member provides full-time support on-site at FireTron, ensuring they get the immediate assistance they need when they need it.

"We have somebody here full-time from I.T. Matters," says David. "They always seem to find someone that can fit and work inside this environment."

Most recently, our team executed a system-wide update of Sage for FireTron. Learning from and improving upon past upgrade processes, we're proud to have managed the project seamlessly and with no errors.

> **They just updated Sage for us, and for the first time in the seven upgrades I've been a part of, there's been no hiccoughs, no issues, They've done a really great job."**
>
> **- David Maloy,** President, FireTron

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