



I.T. MATTERS, INC.

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Solutions & Success

The Inside Story



Client
Industry
Respondent

Locke Solutions
Construction
Mackenzie Alvey, Assistant Controller



I.T. Matters Provides Seamless IT Support For Locke Solutions

Locke Solutions designs and manufactures precast concrete structures primarily for underground utilities along with other metal fabrication services. As an active business, they rely on their IT systems for a range of critical daily operations, and they rely on I.T. Matters to keep their IT optimized.



Locke Solutions Partnered With I.T. Matters To Help Them Grow Their IT

“Our IT needs were increasing,” said Mackenzie Alvey, Assistant Controller, Locke Solutions. “We were adding more employees, needing more things, and our setup wasn’t quite sufficient.”

When Locke Solutions started working with I.T. Matters, their sustained business growth had prompted the need for more IT resources. A growing staff and client list required more workstations, more robust server capabilities, and more technology initiatives.

Eventually, this meant building their own facility. Doing so is no small matter, especially when you factor in the complexity of an IT environment being built from scratch. Fortunately, Locke Solutions had I.T. Matters to manage the new IT environment from beginning to end.

“We built our own facility, so we were moving over there,” says Mackenzie. “The need for help during that move, to get our server room up and running, was part of our plan.”

I.T. Matters helped Locke Solutions each step of the way, assisting with planning, budgeting, logistics, installation, configuration, and deployment of the new IT environment. By leveraging their extensive IT experience, I.T. Matters was able to help Locke Solutions stay within their budget and their timeline.

“While there were a couple of small bumps along the way, it was almost flawless,” says Mackenzie.



Locke Solutions Chose I.T. Matters To Fully Manage Their IT

“When we first started with I.T. Matters, we didn’t necessarily have so many day-to-day issues. Within this last year, we have joined their monthly user management program, which has taken stress away from me and the administrative staff,” says Mackenzie.

When they first partnered with I.T. Matters, Locke Solutions used them for ad-hoc IT support, only getting in touch when something needed to be fixed. Unfortunately, this arrangement added a lot of work for Mackenzie and other members of the administrative staff. IT support requests from the group were bottlenecking with them, and so, eventually, they decided to hand management over to the I.T. Matters team.

“They are able to take care of things on their own, instead of me having to submit a support ticket for every single little thing that pops up,” says Mackenzie. “We’re saving a ton of money monthly just by switching over.”





I.T. Matters Helps Locke Solutions Carefully Scale Up Their IT In Line With Business Growth

“We’re growing and there are things that we don’t know that we need, and I.T. Matters has been an incredible resource during that growth,” says Mackenzie. “No one here had an IT background. I don’t ever feel like I have to second guess what I.T. Matters is telling me.”

Business growth, while certainly a good thing, can become a challenge in and of itself if it’s not managed carefully. Organizations like Locke Solutions can quickly outpace their IT resources if they’re not scaled up properly.

That is yet another reason by Locke Solutions values I.T. Matters’ support. As they’ve grown, Locke Solutions has been able to rely on I.T. Matters to help them plan ahead for expansions and upgrades to their IT environment.

“They tell us what we need before we outgrow it,” says Mackenzie. “That’s been helpful from a planning perspective.”

In one instance, Locke Solutions’ staff realized that they were sending a lot of sensitive business information over email, and grew concerned over the security of that data. I.T. Matters helped by providing a few options for secure file sharing, each at different pricing levels, allowing Locke Solutions’ staff to choose the one that fit their budget and their needs.

“We realized that we’re getting more and more requests for some pretty sensitive documents, and know that there are some better ways to communicate them to the people that need them,” says Mackenzie. “Every time we’ve realized that we needed to step up our game in the IT world, I.T. Matters has offered more than one solution in different pricing ranges, and with different features to take care of what we’re looking for.”



I.T. Matters Seamlessly Migrated Locke Solutions From A Physical Server To A Cloud Server

At a certain point, Locke Solutions outgrew the capabilities of their physical server. It became clear they had to make a change, and so, they sought expert advice from I.T. Matters.

“The information that they were able to provide on why it was such a smart idea for us to move to a cloud-based server from a remote working standpoint to a space standpoint to a cost standpoint — from every angle they provided information as to why it was a smart decision,” says Mackenzie.

The I.T. Matters team worked diligently to ensure that the migration wouldn't affect Locke Solutions' operations whatsoever. They planned the process carefully, and executed it over a weekend, outside of business hours.

“When everyone came back into work on Monday, everything was back up and running like it had never gone down,” says Mackenzie. “They did it in a way where nobody felt like we had switched servers.”

I.T. Matters Takes Care Of Locke Solutions

“We have been very well taken care of by everyone at I.T. Matters,” says Mackenzie. “Their staff is knowledgeable and people-friendly. We get along.”

As their partnership has developed and strengthened over the years, Locke Solutions has come to value I.T. Matters’ support because it is straightforward and helpful, every single time. They can tell that I.T. Matters isn’t thinking about their bottom line — they’re just trying to help Locke Solutions develop the best possible IT environment for their needs.



We have been extremely happy over the course of the last few years working with them, because I don't feel like they're selling me on something that we don't need,”

- Mackenzie Alvey,
Assistant Controller, Locke Solutions



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