



I.T. MATTERS, INC.

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Solutions & Success

The Inside Story



Client
Industry
Respondent

Tejas Office Products
Specialty Retail (Office Supplies Store)
Stephen Fraga, President

Website Downtime Costs Tejas Office Products \$50,000 A Day — That's Why They Trust I.T. Matters To Keep Them Up And Running

Tejas Office Products founded in 1962 is an independent office products distributor, operating out of Houston to provide a range of quality products to their business clients. Whether it's conventional office supplies like pens and paper or other office-related products like furniture and cleaning supplies, Tejas Office Products provides a fully consolidated range of supplies.

A family-run business with 45 employees, Tejas Office Products relies on their ability to make sales simple and convenient in order to maintain their network of business clients. The core platform of their sales is their website, which is why downtime is so costly for them. If their website is down, their clients can't make purchases, and they can't make sales.

That's why Tejas Office Products has partnered with I.T. Matters — they know that if anything happens with their website, they can trust that I.T. Matters will get it up and running again quickly.

“Anytime the website has gone down, they respond right away and they're able to fix it,” says Stephen Fraga, President, Tejas Office Products.



Before Partnering With I.T. Matters, Website Downtime Was Costing Tejas Office Products Hundreds Of Thousands Of Dollars

Prior to working with I.T. Matters, Tejas Office Products had arranged a simple IT support service. A once full-time IT employee provided IT support on an as-needed basis.

“We used to have an IT guy full-time, and he had left to go somewhere else, but he was still moonlighting for us on the side and doing things at night,” says Stephen.

“If something would break, we would figure out how to fix it, live with it if it didn't have to be fixed, or our IT contractor would get to it after hours,” says Stephen.

Unfortunately, it was only a matter of time before something went wrong. In the late summer of 2019, Tejas Office Products was hit by a cybercriminal.



“We had a cyber attack,” says Stephen. “We were cyber-attacked, and basically, our IP address was being pinged, and our website was slowing to a crawl. Our clients, trying to order on our website, they couldn’t get to it.”

This is known as a “denial-of-service attack”. It works by making the website unavailable to its intended users by temporarily or indefinitely disrupting services of a host connected to the Internet. It didn’t take long for this attack to start affecting Tejas Office Products’ relationships with their clients.

“When you’re down and something happens, you can explain it to your clients for a day,” says Stephen. “After one or two days, you start getting clients that are upset.

You start having to take orders manually. We were able to still conduct business, but it was very scary at the time.”

Tejas Office Products’ website was down for three days by the time they worked out a solution with Comcast. Their website was back online and functioning for clients — but it wouldn’t last. Within 24 hours of the resolution, Tejas Office Products’ website went down again.

“At that point, I call my Comcast person, and I say, ‘I need an outsourced IT company that can help us, who do you recommend?’” says Stephen. “She’s the one that connected us with I.T. Matters.”



Tejas Office Products Enlisted I.T. Matters To Bring Their Website Back Online For Good

“At that point, we had been down for about eight business days,” says Stephen. “We’re about a 14 million dollar a year company, so it was probably costing us about \$50,000 a day in gross sales.”

Recognizing the need for a higher quality of support, Tejas Office Products hired I.T. Matters to resolve the issue. At that point, with hundreds of thousands of dollars of sales lost, Tejas Office Products' staff just wanted it fixed quickly.

Working onsite that morning, I.T. Matters' team initiated key actions to get the website back online. I.T. Matters evaluated the state of their IT systems, determined how the denial-of-service attack was being executed, and worked out a solution.

“I.T. Matters got on it and started doing an assessment of our IT,” says Stephen. “They identified the problem and what was going on. We put up a new firewall and redid some things. By about mid-afternoon our website was up and running, and we have not been down for any length of time since then.”

Finally, after eight days of downtime, Tejas Office Products' website was back up and processing purchases from clients. Stephen especially values the analysis reports that I.T. Matters provides after resolutions like these, which allow for more insight into how these attacks occur, and how they can be avoided in the future.

“They got us up and running,” says Stephen. “They were a godsend.”



Tejas Office Products Trusts I.T. Matters With All Things IT

Thanks to the speed and quality of this resolution, Tejas Office Products chose to partner with I.T. Matters long-term. I.T. Matters provides ongoing IT support, and manages IT projects for the office products distributor.

In one instance, I.T. Matters migrated Tejas Office Products out of an old email service that was tied to their previous IT company. Having partnered with I.T. Matters, Tejas Office Products didn't want to continue using an outdated solution for their business communications.

"We were on a very antiquated email system," says Stephen. "I.T. Matters got us on Microsoft Exchange. They did a great job of getting that done, worked on a weekend to get some of it done, and brought in enough engineers to make sure it was ready to go by Monday."

I.T. Matters provides the reliable and responsive IT support Tejas Office Products needs to be confident they'll stay operational no matter what happens.



If something breaks they come in and they fix it, They're good people, they've been a pleasure to work with. What they do is mission-critical — if you're not up and running, you're out of business."

**- Stephen Fraga, President,
Tejas Office Products.**