

## CSP Technologies Keeps Petty's Garage on the Fast Track with Uplevel

*Upgrading information technology (IT) networks can cost companies thousands of dollars upfront and sometimes add complexity. CSP Technologies found a better way to help Petty's Garage improve IT performance and stability—with no upfront cost or downtime.*



"Uplevel gave us a reliable, stable, and affordable way to refresh every piece of network hardware. We moved the customer away from a server environment that had serious problems with stability and replaced it with an infrastructure that barely had any issues in six months."

Chris Plouffe

Founder, CSP Technologies

### Provider

CSP Technologies

### Customer

Petty's Garage

### IT Challenges

- Company network spanning multiple buildings required a major upgrade
- Improving reliability without costly equipment upgrades

### CSP/Uplevel Solution

Upgrade the network and replace traditional equipment with Uplevel Systems' switches, firewalls, and Wi-Fi access points (AP) provided on a pure subscription basis

### Business Benefits

- Major technology upgrade achieved with no upfront equipment costs
- Improved performance, reliability
- Cyber security upgrade
- Ongoing customer savings



Upgrading the system in its current form would have cost the company over \$10,000 while adding new points of failure.

Companies with fewer than 100 employees need their phone and computer systems to work every bit as well as larger companies. But all too often, they're forced to compete without the same information technology (IT) department, budget, and expertise.

Such was the case for Petty's Garage, a renowned custom auto garage in North Carolina whose IT network was due for a major upgrade. Specializing in building and servicing high-performance vehicles, hot rods, and custom cars, the enterprise spans multiple buildings including a central office, several garages, a retail store, and racing museum. Its supporting IT network featured some 30 PCs and multiple servers managed remotely by a local solution provider.

With the network having lost its edge after nearly five years, the garage faced issues with its phone system going down, unreliable servers, and poorly performing business applications. Management felt the company had outgrown its previous IT solution provider and began searching for a more prominent and responsive managed service provider (MSP).

The search led to engaging CSP Technologies, a member of "The 20" best-in-class group of MSPs

favoring a "managed IT department" model. CSP delivers comprehensive consulting, installation and ongoing 24/7 IT service without charging clients extra fees for onboarding, installs, labor, or remote and onsite support.

CSP aims to align with clients' business goals, minimizing upfront costs and the impact of upgrades on the business. "The client's network was much more complex than what we typically find at companies with 30 employees," says Chris Plouffe, founder of CSP Technologies. "Upgrading the system in its current form would have meant buying and supporting more servers and software that would have cost the company over \$10,000 while adding new points of failure."

Instead, Plouffe and the team elected to migrate the garage's network infrastructure to managed services based on Uplevel Systems technology provided on a pure subscription basis. The upgrade included an integrated Unbox gateway and firewall from Uplevel featuring 1TB of storage, voice over IP (VoIP) quality enhancement, and secure virtual private network (VPN) services allowing employees to log in safely from home or the road.



Uplevel also provided six Ethernet switches and ten Wi-Fi access points (APs) that work seamlessly with the gateway to facilitate management.

“Uplevel gave us a reliable, stable, and affordable way to refresh every piece of network hardware in all of the company’s buildings,” says Plouffe. “We were able to simplify the way users access their files and how we are able to support them. We’ve moved them away from a server environment that had serious problems with stability and replaced it with an infrastructure that has barely had any issues during the past six months.”

## Major Advantages Out of the Gate

Uplevel’s cloud-based administration and management helped streamline the initial upgrade as well as ongoing monitoring and support. “We were able to put in about 90 percent of the new equipment in one sweep that took less than two days,” Plouffe recalls. “Uplevel saves time as we can pre-configure our settings in the cloud, and once devices are plugged in, they automatically download new settings and immediately become available.”

CSP estimates upgrading the existing network in its current form might have taken at least twice as long to complete the manual administration and setup. The solution also includes built-in firewall services, encryption capabilities, and other security features optimized for companies of up to 100 employees. “The client had an old SonicWall firewall but nobody was really managing it or updating the firmware,” Plouffe says. “We wanted to put in something much more robust and managed.”

The CSP team completed the migration with zero downtime for Petty’s Garage, including dealing with unexpected issues such as uncovering phone lines in various buildings that were not represented in the initial plans. Phone service, Internet reliability, application performance and security have all dramatically improved. CSP now delivers complete coverage and premier support to the company’s entire complex—all with no upfront expenditure.

## Maintaining a Winning Lineup

The upgrade represents a classic “grand slam” that gives both client and provider an inside track.

**"We think about Uplevel for every new project."**

Petty’s Garage gained greater performance, momentum, and safety while CSP delivered a winning solution backed by world-class service, without charging customers steep fees upfront.

For its part, the provider finds the Uplevel solution minimizes support calls and site visits with easy remote configuration. “It’s very helpful to have one pane of glass that lets us see and monitor all our Uplevel clients and devices,” says Plouffe. “It also deepens the relationships with clients since we can provide everything for them through our ‘Managed IT Department’ services. For us, Uplevel’s subscription-based model pairs perfectly.”

The support provided by the Uplevel team also helped ease the transition with experts available nights and weekends and anytime the provider needed them. “In order to grow and scale the company, we need to be able to work on our business as well as in it,” Plouffe says. “The Uplevel model supports us in that and we’ve been really impressed with the support they provide. We think about them for every new project and fit them in whenever we can.”

### CSP Technologies Benefits

- Fast, easy install
- Subscription model facilitated major customer network upgrade
- Customer’s IT issues resolved
- Responsive vendor support

### Petty's Garage Benefits

- No upfront investment to upgrade network, security
- Quality issues resolved quickly
- No downtime
- Ongoing cost-savings