

PROXIOS CASE STUDY

Electrical Equipment Company (EECO)

The Client: Electrical Equipment Company (EECO) is an expert in industrial automation and motor solutions, with the benefit of full line electrical distribution. Since 1926, major manufacturers, OEMs, and contractors have trusted the company to provide solutions that lower the cost of ownership, increase reliability, and improve performance. EECO currently has 13 Service Centers across the Southeast.

The Challenge

EECO is a company that has a long and rich history, and therefore over time, has effectively adapted to not only marketplace advancements, but technology ones as well. This willingness to evolve has been a driving factor in successfully and continually keeping the business running optimally, and most importantly, growing. A packed agenda in meeting its customers' needs consistently keeps the entire team busy. EECO focuses on three major areas of business: Electrical Supply and Distribution, Motor Repair, and Industrial Automation, so it's evident that little time is left over for dealing with IT infrastructure or maintenance. Yet, clearly this is a crucial part of the company as it keeps operations running smoothly.

In recent years, however, the company faced challenges with its in-house, self-managed IT infrastructure, and there was no formal managed services offering in place. Employees found themselves devoting too much of their time to fixing issues as they would inevitably pop up. This distraction took time away from continuing to grow the business, and the whole process had become entirely too frustrating and time-consuming.

EECO recognized its need for a managed services solution delivered by a company that cared as much about its IT as the company itself. The business required a high level of flexibility, close attention to detail, and a dedication that would guarantee not only a smooth migration, but also the highest level of function and service thereafter.

The Solution

EECO had a wide array of managed service solutions to choose from in order to better manage its IT infrastructure. Proxios had come in for a full cloud assessment, and through that process, there were additional opportunities discovered, in terms of room for improvement, than either party involved had expected. This included: best practices, back-up architecture, network architecture, software architecture, and the server side of things. The opportunities were great, and all revolved around years of not being able to focus on IT best practices in terms of service management and a sound architectural design.

After careful consideration of the options at hand, in late 2013, EECO selected Proxios for a partnership to migrate its services to the cloud. In March 2014, Tracy Deuell joined the EECO team full-time as Chief Information Officer, and oversaw the transition while working closely with the entire Proxios team. His focus was to lead this effort internally, and also bring a sense of IT best practices and structure to the existing organization.

Currently, three specific solutions are now provided by Proxios to EECO: Managed Services in terms of network monitoring, a help desk, and back-up, Infrastructure as a Service (IaaS) including email, and Voice over IP (VoIP) phone system.



The Results

The team at EECO instantly witnessed that Proxios did not try to fit the business into a predetermined box; the company's needs were met with customized solutions. Flexibility has been a stand-out characteristic in the partnership formed. EECO had specific requirements with its infrastructure and how it needed to be managed, and Proxios was able to discuss these at full length, and effectively meet them.

Right off the bat, the infrastructure migration was the largest win for EECO. Since this occurred, the team has enjoyed and made use of the extra time and manpower the solutions have allowed. Instead of consistent worry and excessive time being devoted to fixing IT problems, the focus has shifted to new functionality, and this change for the positive was noticed almost immediately. Now, more emphasis can be placed on business facing enablement, which will support continued growth and exploration for the company, imperative for sustaining its longevity. Thanks to the flexibility offered, Proxios has provided solutions that have truly made a difference in the well-being of the business.

Specific examples of this business enablement focus since the migration include:

- Development of a new Order Management System for the Marine Team business

- Upgrade and enhancement of the SharePoint environment
- Deployment of new data replication infrastructure to improve business analytics
- Roadmap focus on next generation ERP functionality and business process integration

By re-focusing individuals to leverage existing expertise, new skills training, and external resource alignment, the EECO IT team is positioning itself to be a true business partner with its internal customers. In this spirit, the majority of EECO's upcoming IT projects have shifted from infrastructure work to business facing enablement opportunities that will grow the business and the bottom line.

In addition to the new-found time to allow more focus on business applications and being able to create new functionality, the thing that has stood out most to EECO is the character of Proxios as a company, as well as its staff. Migrations always hit some bumps in the road, but how companies get through them is what makes a real difference. The dedication of Proxios has been steadfast, and the strong partnership formed with EECO has been able to overcome any obstacle or difficulty. This positive, can-do attitude has carried over into the operational state of the solutions, helping EECO's entire business.

“Since the infrastructure migration, we have been able to shift the focus of our IT team to be on the delivery of business facing opportunities.

Instead of being worried about fixing things that were constantly breaking, we are now focused on business applications and being able to create new functionality. We are better enabled through the Proxios platform we've migrated to.”

– Tracy Deuell



Proxios is headquartered in Richmond, Virginia and is the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

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For more information on how Proxios can provide a total communications solution for you: [Call 888.342.1204](tel:888.342.1204)

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