

Northwest Contractors is a general contracting firm whose IT operations had been neglected by their previous IT provider. They had old servers, limited remote access, old computers and communication systems

The Challenge

Update the operations for NCI, make remote life easier, move systems to the cloud, update their computers, email and network and increase productivity.

The Solution

LME assessed the current operations of NCI and decided upon implementing an Office 365 stack, new VOIP phones, better Wi-Fi and increased access for remote workers.

LME implemented these upgrades to modernize their operations:

- **LME set up RMM agents to manage encryption policies, updating, patching and monitoring of all company computers**
- **Migrated data from servers to SharePoint**
- **Set up new laptops with docking stations and dual monitors**
- **Setup OneDrive backup on computers**
- **Connected laptops to Office 365 SharePoint cloud**
- **Setup 2FA on all email accounts**
- **Installed Meraki Wi-Fi with Office and Guest network**
- **Migrated to VOIP 3CX Phone System**
- **Upgraded Firewall to Cisco MX75 with packet monitoring**
- **Purchased and setup backup internet**
- **Setup SentinelOne Advanced mxEDR with SOC monitoring so a 24×7 was aware of intrusive behavior**
- **Disabled Chrome password storing and moved password management to a secure cloud system**
- **Setup Privilege Access Management software to ensure all software installs went through an approval process**
- **Created policies and employee handbook to outline support processes and procedures in the event of a hack**

The Results

Northwest Contractors was thrilled with the simplified results of their operations. All their data and systems were now fully accessible from any location. With docking stations and laptops, staff and workers could now communicate and share data from anywhere. We reduced maintenance costs by removing servers and backup services and increased security by removing their domain controller and setting each device to be standalone. Northwest Contractors now have a modern and secure IT infrastructure