



**SOLUTIONS
& SUCCESS**
The Inside Story

A photograph showing three people in a construction setting. Two men and one woman are wearing hard hats and high-visibility vests. They are gathered around a table, looking at and pointing to architectural blueprints. The man in the center is wearing a suit jacket, while the others are in work attire. The background shows the wooden framework of a building under construction.

What MainStreet IT Solutions Does For This Construction Firm

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Responsive IT support and expert consultation are core components of the services we have delivered to this construction firm for years.

What MainStreet IT Solutions Does For This Construction Firm

Key points in this case study:

- This PA construction firm called MainStreet IT because they needed an IT company to replace their server and other components of their IT infrastructure.
- Our team handled this project so well that this construction firm hired us fulltime as their IT partner.
- For years, we have provided day-to-day support and long term consultation and advice for everything IT-related for this construction firm.

Why Did This Construction Firm Call MainStreet IT?

This construction firm originally called our staff because they required assistance from an IT company in upgrading their server, as well as some other technologies.

The client did not have any internal IT staff, nor did they have an established IT partnership in which they could rely upon to help roadmap both their IT and cybersecurity needs.

They reached out to MainStreet IT to find out how we could help them handle these upgrades, and develop a roadmap for the future of their IT.



How MainStreet IT Managed This Project

Using outdated hardware and software may save some money in the IT budget, but its lack of functionality and security can slow down a business and put its data at risk. This was the case for this construction firm.

Using old technology becomes very dangerous once hardware and software reaches "end of life". This is the point at which the developers of the technology no longer provide support updates.

This means no more bug fixes or security updates for the hardware or software—it's the end of support delivered by the manufacturer. Over time, there will be a loss of usability and increased vulnerability.

Without support, security updates, and bug patches, users open themselves up to a number of risks:

- Malware infection
- Out of date anti-virus
- Expired online banking protections
- Exposed private data

For all these reasons, we had to completely overhaul many aspects of this construction firm's IT environment. Our first project with this construction firm was to replace their out-of-date hardware. We took a careful inventory of everything that would need to be replaced and developed a detailed plan and budget for their review.

Once approved, we carefully removed the unsupported hardware and software, and then installed, configured and deployed their modern counterparts. Every step of the way we kept this construction firm's team up to date and were careful to work within the budget we had established.

In addition to upgrading their server, we also incorporated all of their workstations and servers into our NOC to help monitor and maintain their systems proactively. The other upgrades we executed include:

Fortinet FortiGate

A firewall is a must-have component in any good cybersecurity defense. We ensure that our client's networks are protected by industry-leading Fortinet firewalls that deliver a range of enterprise-class features, including:

- The ability to identify undesirable encrypted applications
- Prevention against network intrusions
- Intelligence in improving blocking decisions
- Intrusion prevention
- A baseline for deviations from normal application behaviors

CrowdStrike EDR

Developed to provide advanced cybersecurity defenses, endpoint detection and response (EDR) solutions protect systems before, during, and after a malware attack, employing different technologies and methodologies where necessary.

CrowdStrike's industry-leading EDR platform ensures that a team is monitoring this firm's many endpoints for security events 24/7

Datto Backups

As part of our backup-as-a-service offering, we deployed a reliable Datto backup solution to ensure the client's data would be protected against data loss. Key features include:

Instantly Virtualize Data

Datto solutions can virtualize data (locally or in the cloud) in a matter of seconds, providing users with an immediate and recent backup of their data, no matter what happens on site.

Unified Backup Processes

In a hybrid configuration, Datto solutions will instantly backup data to onsite Datto appliances, and then mirror them to the Datto cloud. This means this firm gets the immediate access to their data provided by local devices, with the insurance that comes with backing up their data in the cloud.

Long-Term Data Continuity

On-site Datto appliances will maintain backups for months, allowing the firm's staff to access data dating far back into the past.

Robust Security

Onsite backups are protected by the usual range of firewalls and encryption, and cloud-based backups are protected by the advanced ZFS file system. This both protects data against malicious third parties, as well as accidental and silent corruption.

3 Reasons To Verify Data Backup Capabilities

Data Retention Contingencies

At the rate that technology evolves (and how quickly standard operations and concerned policies are required to keep up with it), it's no surprise that some businesses find it difficult to keep up with.

When policy development falls behind the pace of adopted technologies, it can often lead to gaps, which can affect data retention. The fact is that many applications only have limited backup and retention policies, equipped to handle situational data loss—not comprehensive.

Cybercrime

Data loss is often the result of poor digital security; without the right defenses, cybercriminals can easily infect an IT system with ransomware or other types of malware and compromise company data.

In a ransomware attack, a hacker gains access to an organization's computer systems.

Typically, an unsuspecting employee clicks on an emailed attachment that appears to be a bill or other official document. In actuality, the attachment installs malware onto the computer system. Once embedded, the malware allows a hacker to access critical systems, often giving complete remote control data and access.

What's more, in recent years, more advanced forms of ransomware have demonstrated the capability to encrypt backups as well. That means that offsite backups that are connected to onsite systems are just as at risk of data loss as those stored locally.

That's why it's important to make an investment in a comprehensive backup data recovery solution (which includes digital air-gapped capabilities) so that users can restore data at a moment's notice when necessary.



Ongoing IT Support & Maintenance

Today, this construction firm relies on MainStreet IT to provide proactive services and ensure their staff remains efficient and secure through day-to-day activities.

Our service features include:

- Monitoring critical systems to eliminate predictive issues
- Patching to secure systems
- Automated alerts for malicious security events
- Help desk services to ensure issues are addressed quickly and effectively

vCIO Services

We also provide annoying virtual Chief Information Officer (vCIO) services to roadmap their IT and cyber security environment.

Proactive IT support isn't just about maintaining systems, running patches and updates, and handling the other daily tasks. There are macro concerns when it comes to IT as well, which, in a perfect world, are managed by the CIO.

However, many businesses don't have someone in that role. They leave it to another C-level executive or their IT personnel. Unfortunately, if this role isn't filled properly, the business lacks true strategy in the long term development of their IT and business as a whole.

In addition to taking care of the daily IT tasks and infrastructure, MainStreet IT also provides a vCIO service for this construction firm. Acting as this construction firm's CIO, our team provides valuable insight and direction for how their IT should develop in the long term.

A Lasting Partnership

In the years since that first project, this PA construction firm and MainStreet IT have created a long term relationship that continues to thrive. As an extension of their business, this client knows they can count on us to provide a secure environment, while staying ahead of preventative issues.