



Going Beyond Standard IT: SisAdmin's Strategic Partnership



Client

Evergreen State Heat and AC

Problem

Evergreen was experiencing unpredictable, sub-par IT support. The company was concerned about cyber security coverage, and was preparing to move locations. They needed a reliable IT partner that would guide them through their existing security and assist with the relocation of 16 workstations, four servers, one host, and three virtual machines while ensuring their Firewall was up to date with the most recent security software installations.

Solution

SisAdmin's proactive team established advanced cyber security measures, educated the Evergreen team on best practices, and ensured a transparent and efficient onboarding process. To make Evergreen's transition as smooth as possible, SisAdmin immediately installed image-based backups of their servers to secure a proper solution to recover server files and software in the event of a disaster or hardware failure of the actual server.

About Evergreen State Heat & AC

Founded in 1968, Evergreen State Heat & AC is based in Snohomish, Washington, offering residential and commercial HVAC and electrical services. Over the years, Evergreen's reputation and customer base have grown due to its dedication to quality services and products.

Making the Switch to SisAdmin

Evergreen dealt with delayed onboarding complications with a previous IT provider while negotiating payments for service that wasn't meeting the mark. That's when they knew it was time to make the switch.

Since Evergreen hosted their information in a cloud-based environment, they understood the level of risk present online, leaving them unprepared and vulnerable to cyber-attacks.

While cyber security was a significant concern for Evergreen, it was just one piece to the puzzle. What made SisAdmin stand out from Evergreen's current provider and competitors was its transparency in discussing services, pricing, and how they tailor their approach to meet each client's unique needs.



The SisAdmin Difference

After speaking with CEO Mary Burris, SisAdmin's values shone through. SisAdmin's business model focuses on providing local IT support that is trustworthy, empathic, and attentive.

"It's hard to find local IT service anymore." - Susan Reeder, Administrative Manager, Evergreen HVAC

Every SisAdmin client is equipped with best-in-class automation tools, protection, alerts, and documentation. And to support your business's growth, quarterly strategy meetings are scheduled to develop a custom Technology Roadmap.

From the engineers and coordinators to strategic leadership, SisAdmin's organized team of professionals is available to help anyone with questions regarding their IT concerns. Rather than forcing IT procedures, SisAdmin engages clients, listening to the details, beginning with their biggest apprehensions.

Your IT Provider Should Be a Business Asset

During the switch to SisAdmin, Evergreen Heat & AC relocated to Maltby, Washington from Everett, Washington.

SisAdmin was onsite to assist with the company move. Their efficient planning, packing, and installation proved valuable to Evergreen. In fact, Evergreen operated their business without missing a beat throughout the relocation process.

Setting up a temporary solution

Within 48 hours of working with SisAdmin, they had complete control over Evergreen's network and had their server up and running on their first day of business. In fact, after the company relocation with SisAdmin's support, Evergreen's server times were reporting under 30-40 percent, making Evergreen's expectations quicker, faster, and more profitable.

SisAdmin addressed Evergreen's IT security issues by implementing Multi-Factor Authentication, adding a layer of security across all users, devices, Cloud, and on-premise applications.

"I consider SisAdmin a business partner, not a vendor." - Susan Reeder, Administrative Manager, Evergreen HVAC



Flexible and Responsive Service

As SisAdmin uncovered a vulnerability with Evergreen's outdated 2013 Exchange Server, their previous IT vendor removed their spam filter, which flooded their inboxes with unsolicited mail. Luckily, they were not compromised, but SisAdmin knew action needed to be taken to move them off 2013 Exchange to Office 365. From the time the vulnerability was detected to the emergency migration and completion of the project, it was a span of five days.

The migration to Office 365 offered Evergreen a simple and more secure user email management system with a reliable hosted server and continuous uptime updates, upgrades, Multi-Factor Authentication, and Advanced Threat Protection.

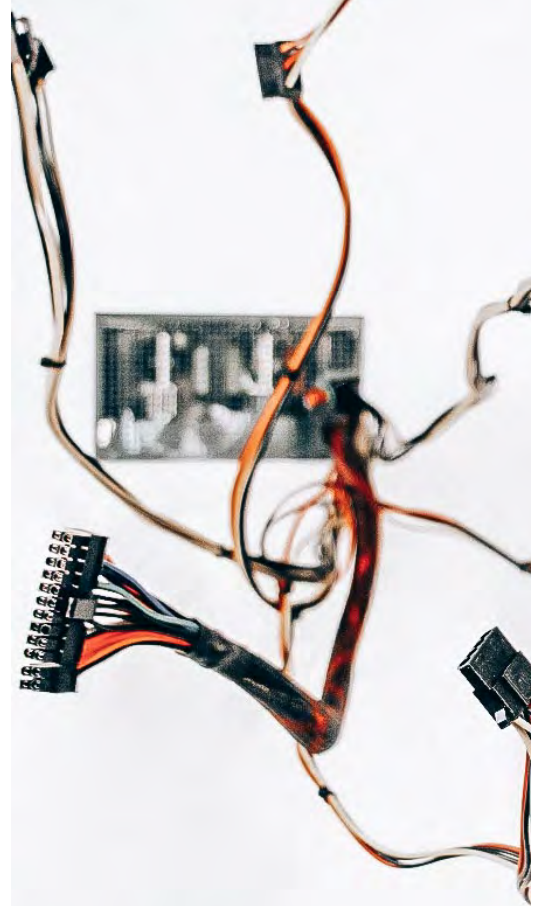
Building a Strategic IT Partnership

As a local and dedicated Outsourced IT Management company based in King and Snohomish Counties, SisAdmin's promise to each client is to offer 'client-first' practices that support their best interests.

SisAdmin's strategic and preemptive approach to IT management helps keep network systems optimal, secures data systems, and prevents infrastructure disasters. While their methods keep your systems operating on all cylinders, they take the most pride in developing a caring culture.

"They're accessible at all times when we need them. That's been critical for us! It's been such a smooth transition having an IT team that's available. SisAdmin's point of contact makes handling things above my head and things I'm not quite prepared to decipher easy."

- Susan Reeder, Administrative Manager,
Evergreen HVAC



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