



# Overhauling an IT Architecture to M365

to Improve Cost, Accessibility, and Functionality



## Client

Fast Water Heater Company

## Problem

The client needed remote access to Quickbooks and other internal work applications, but there were several unresolved help desk issues making their day-to-day workflow a challenge. While multiple workstations could be set up on-premise via remote in, the remote environment slowed their network down. Even with a VPN, they were still experiencing operation failures that halted their productivity.

## Solution

SisAdmin went through stages of testing and problem-solving to find the best integration solution for Fast Water Heater. In the end, they migrated the client to Microsoft 365 from their server and incompatible VPN to give employees the fast and reliable access they needed to get their jobs done.

## About Fast Water Heater

The Fast Water Heater Company is an expert water heater installation and repair business serving customers since 1986 throughout the west coast region.

## Playing Technology Roulette

Faster Water Heater Company needed an economical IT architecture that accommodated on-site and remote staff across the west coast. But, no matter which solution they tried, they were met with slow network speeds, operational failures, costly alternatives, and incompatible technology that fixed one issue and caused a slew of new errors.

The disadvantage of having an internal IT person or team is that they can get stuck with their limited knowledge and toolset, which can lead to quick fixes or best efforts. They did their best with their resources and knowledge, but when it came to larger projects and changing technology, they were able to escalate the issue to SisAdmin. SisAdmin was able to help with their fully stacked team and bring a high level of knowledge to the situation and come up with the right solution.

## Research, Test, Adapt, Optimize

With the help of a dedicated SisAdmin vCIO, Fast Water Heater went through several testing phases to determine the right configuration for its infrastructure. At first, the client was moved to the Azure environment with remote desktops to accomplish their end goal. Still, when issues arose from hardware complications to vendor management and software integrations, the SisAdmin team did a deeper dive into the company's IT architecture to determine the correct option. When working with a complex setup, the key is researching and learning from the different methods applied.

## Troubleshooting to Find the Best Resolution

With the SisAdmin engineers coming to the rescue, they needed to find a way to migrate the local physical server that Quickbooks was on while reducing the on-premise physical server's burden and operational costs.

Since using a VPN and Azure caused the client problems, SisAdmin reworked its system to operate on Microsoft 365, making it less expensive and providing better performance and productivity for the Fast Water Heater staff. Moving everything to 365 was something the client didn't believe possible, as they were already paying for the application, and this solution was never brought to them by their previous provider.

**"SisAdmin helped make sure the migration was completed successfully and they researched and solved our other IT issues to ensure everything was set up correctly."**

Ben Crow, Purchasing & Business Systems Manager, Fast Water Heater



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