



Live IT, Breathe IT, Manage IT

Celebrating 38 Years of Excellence

Where Can You
Find Both IT &
Communications
Services For Your
Business In Houston?

**CASE STUDY - A STARTUP COMPANY SERVING THE OIL & GAS
INDUSTRY NEEDED A COMPLETE IT & COMMUNICATIONS
INFRASTRUCTURE WITH CONSISTENCY AND SECURITY**



Raptor Lift Solutions in Houston optimizes electrical and mechanical efficiencies for the Oil & Gas Industry. They provide patented artificial lift technologies along with continued research and development to solve mechanical and electrical inefficiencies for their customers. Their main goal is to operate consistently and safely with their customers' best interest in mind.

THE PROBLEM

Raptor Lift was a start-up company growing from approximately 10 end users to more than 50. To do this, Raptor Lift needed help stabilizing their existing IT infrastructure and required a growth strategy for their IT and telecommunications.

Kevin Moffett, Chief Executive Officer for Raptor Lift Solutions, had worked with ICS when he was with a previous company. He liked ICS's work and wanted ICS to step in and help him grow the company.

The Customer, Kevin, explains:

"Raptor is a start-up business and began in May 2017. I joined in January 2018, so they were operating for about seven months before I came over as CEO. The company needed an IT infrastructure. They had no security, no viable solutions, no servers, no backup, and no phones. Half of the employees were using personal computers. I contacted ICS about building an IT infrastructure that was scalable and could grow with the company."

THE ICS SOLUTION

The team at ICS knew precisely what was needed.

- Standardized the workstations and deployment strategy with new Lenovo computers.
- Implemented a cloud-based, reliable telecommunications platform to provide stability and redundancy (ICS Totalcloud).
- Used a cost-effective IT Managed Services solution as opposed to on-premise IT personnel to help meet the company's financial goals.
- Migrated them to Microsoft Office 365.

CONTACT DETAILS

ICS - IT, Voice & Video
sales@ics-com.net
Phone: 1 (866) 427-4722
www.ics-com.net

Kevin tells us more:

"We have a per-employee basic support structure. ICS put a server with backup in place and set up remote access and security rules. Now we have a help desk, national infrastructure, and Microsoft 365. They completely manage it all. When we hire someone, ICS provides a username and password. If we lose an employee, ICS removes that user. When it comes to IT, I just call ICS. ICS took it a step further and put in a voice IP and leased it out on a per employee basis which is flexible, scalable and affordable. Now we have audio, video, internet meetings, can share desktops, share screens and much more."

THE RESULTS

Kevin continued...

"This has allowed me to focus on establishing the business which is critical in establishing any startup. As a startup, most of the problems are on our end, not ICS's. But if there are any hiccups, ICS is extremely responsive to fix them and makes sure they don't happen again. I would absolutely recommend ICS to other businesses in and around Houston. They are phenomenal!"

Where Can You Find Both IT & Communications Services For Your Business In Houston?

We get calls from businesses all the time complaining that their technology shuts down or is infected with a virus. This is because they haven't considered using proactive and preventive IT services. However, once we visit, resolve their issues, and they sign up for our Managed IT Services, they're relieved to know that their technology will always be there when they need it.

Managed IT Services From ICS Ensure Your Technology Is Reliable 24/7

For a complete IT & Communications Infrastructure with consistency & security, contact ICS for a complimentary IT & Communications Assessment. We serve Houston, San Antonio and Austin with best-in-class IT and telecommunications services.

