

Sagiss Puts an End to Downtime for MJB Wood Group

With about 150 employees and 80 supply partners, MJB Wood Group's business is heavily dependent on technology. And not just any technology: This wood products company operates on technology's leading edge, with a complex terminal services network housed at a colocation facility. Because system downtime translates directly to money lost from the company's bottom line, MJB Wood's profitability depends on rock-solid technology.

Although the company could afford to hire an on-staff IT manager, MJB Wood knew it would be impossible to find one person capable of handling all of the company's IT needs. At the same time, it didn't want to be in a position where a single individual "held all the keys to the kingdom," says Amy Quaid, Chief Information Officer and Vice President. "We wanted the expertise of a company that had multiple resources we could tap."

So in 2001, MJB Wood chose to move to a managed services provider for its IT support. However, its first two IT partnerships turned out to be less than ideal.

"The previous firms we used would place one person on site, so I was limited to the knowledge base of that person," Quaid explains. "We didn't get control of our network, we had lots of problems with downtime, and it just wasn't a successful venture."

Then in 2004, the company discovered Sagiss.

A True Partnership

"Sagiss was very professional and knowledgeable of the IT arena and what we wanted to accomplish," Quaid says. "They worked with me to create a suitable fixed-rate contract based on monthly billable hours. And they were able to provide me with more than one point of contact and more than one source of knowledge for our network."

In addition to constant network monitoring, Sagiss has performed a complete network assessment as well as multiple server upgrades, two storage area network installations, two data center moves, and consulting on hardware and network design. Since partnering with Sagiss, MJB Wood has experienced no significant downtime, thanks to proactive monitoring and maintenance.

Monthly meetings and quarterly business reviews keep Quaid apprised of progress, and MJB Wood's on-staff IT director works closely with Sagiss on specific projects, such as an ongoing disaster recovery planning effort.

Custom Solutions and Cost Containment

Sagiss has met MJB Wood's exacting standards for both cost-containment and lack of downtime: Quaid's two most important factors in valuing its IT partnership with Sagiss. For a fixed monthly rate, Sagiss resolves issues as they arise, heads off problems before they start, and helps MJB Wood create solutions to support the company's growth.

“Sagiss is great at relationship management,” Quaid says. “They’ll find out what your needs are first, and then provide the solutions to accomplish those needs. It’s very customized and personal for my business. They have always been willing to do whatever needs to be done. And, they have been very willing to work with me on any challenge I’ve had from a budgetary or other standpoint.”

About Sagiss

At Sagiss, we’re IT experts with business sense. Since 1992, Sagiss has provided peace of mind in technology for Dallas-Fort Worth businesses. Through expert planning, management and support, Sagiss is your trusted IT partner. From strategy and maintenance to around-the-clock response, Sagiss keeps your network safe, efficient and effective. Our goal: to boost your growth and productivity with smart, hassle-free IT solutions.

For information, please visit www.sagiss.com or call 214.276.5976.