

Case Study

Client: International Engineering & Energy Firm
Industry: Engineering, Energy, and Infrastructure

Synopsis

This U.S.-based international engineering and energy firm operates across the nation and around the world, with employees, contractors, and field teams working in multiple time zones and frequently on client sites. For them, uptime is not optional—it is mission-critical.

They approached Golden Hills IT through a referral after repeated service failures from their previous provider. Mismanaged changes had caused operational downtime, and the provider was slow and unreasonable in resolving those incidents. The leadership team made it clear: mistakes causing downtime could never happen again. They also wanted to elevate their IT program to match the scale and maturity of their global operations.

Challenges

The client's previous IT environment was hindered by:

- **Downtime Caused by Provider Changes** – Critical systems were taken offline due to avoidable misconfigurations, disrupting operations.
- **Slow Problem Resolution** – When issues arose, their former provider delayed fixes, compounding the impact on productivity.
- **Insufficient IT Maturity** – Tools, policies, and processes were not aligned with the needs of a large, geographically distributed organization.
- **Field and Remote Operations** – Teams often work at client sites, internationally, and in vehicles, requiring seamless and secure connectivity anywhere.

Golden Hills IT Solution

The transition to Golden Hills IT was smooth and without disruption. We implemented a proactive and mature IT program designed to eliminate the possibility of downtime caused by provider error.

Key elements included:

- **Ongoing Managed IT Services** – Comprehensive monitoring, support, and management that consistently exceed SLAs, ensuring uninterrupted operations.
- **Fleet Management with Preconfigured Systems** – Employee computers are fully configured before deployment, with cloud backups that include the ability to spin up a 5-minute failover virtual machine for rapid recovery.
- **Remote and On-Site Support** – Rapid-response remote assistance for most issues, and direct field visits for urgent, location-specific repairs—even meeting staff in vehicles or client sites when needed.
- **vCISO Services** – Continuous strategic guidance to strengthen security, compliance, and IT maturity across the organization.
- **Microsoft 365 Optimization** – Ongoing SharePoint and M365 configuration support to enhance collaboration and workflow efficiency.

Results

Since partnering with Golden Hills IT, the client has experienced:

- Zero downtime due to provider error since the transition.
- Improved IT maturity with a robust, scalable IT program that supports global operations and field work.
- All SLAs exceeded, with immediate response times when needed.
- Operational confidence knowing IT will not hold back projects or client commitments.
- Continued partnership, with the client expressing that Golden Hills IT is the best MSP they have worked with and that they plan to remain with us for years to come.

By delivering stable operations, rapid support, and continuous improvement, Golden Hills IT has given this engineering and energy firm the confidence and infrastructure to expand its capabilities globally without fear of downtime.



Golden Hills IT | sales@goldenhillsit.com | 661-750-8402
979 W Valley Blvd, Ste 2, Tehachapi, CA 93561