



COMMUNICATIONS INFRASTRUCTURE

Technology Management for Engineering Firm



A reliable and quality communication system will improve both the client experience and the inter-office workplace experience.

Engineering Firm

A civil, structural and land planning consulting services business, this firm is licensed to provide services in twelve states.

Structural engineering projects include schools, churches, office, retail and industrial buildings, single family residences and multifamily, town homes, apartments and senior housing. Public works experience includes building design, marine structures, retaining wall and shoring systems, concrete vault design, seismic studies and more.

In the telecommunication industry, they provide the design of data centers, central offices and wireless installations on roof tops, tower, and water tank installations.

Civil engineering projects include government, private and commercial development, including but not limited to: site development, short plats, drainage systems, street improvements and other associated tasks.

CASE STUDY

Their Challenges

The client had recently attempted a phone system migration, but it was unsuccessful. As a result, they were forced to work with the burden of:

- poor call quality
- calls dropping on a regular basis
- phone system hack further disrupting communications between the firm and their clients.

Inconsistent, disrupted and unclear communication made it impossible for the client to properly work with established customers or prospects and negatively impacted their reputation as a quality engineering firm.



Our Solution

Attentus analyzed the client's phone system and network, and discovered that the majority of the issues they were experiencing stemmed from:

- configuration errors and an
- internet connection that was both unreliable and slow.

We helped them:

- reconfigure the phone system properly
- upgrade their internet connection at both of their locations.

The Results

Once the client's phone system was fixed their communications problems were also fixed. Collaborating with clients, and with other engineers, became much more consistent—which led to a spike in productivity and a noticeable decrease in workplace stress.

It's worth the investment to work with a reliable MSP/IT Resource when you're looking to migrate or upgrade your phone system. The costs of attempting to do it without expert support can far outweigh the cost of hiring a team at the beginning.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

Partner With Us Today

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