

## CASE STUDY

### Transforming IT Chaos into Strategic Advantage for a 250-Person Architecture Firm

#### Client Profile

A well-established architectural engineering firm with 250 employees and \$10M in annual revenue faced significant technology challenges that were impacting their ability to serve clients effectively and grow profitably.

#### The Challenge

Over 7-8 years of organic growth, the firm had accumulated substantial technical debt across their IT infrastructure. They were experiencing:

- Critical Operational Risk from End-of-Life Infrastructure (EOL servers)
- Deteriorating MSP Relationship & Diminishing ROI
- Severe Security Posture Deficiencies.

Management recognized that technology issues were becoming a competitive disadvantage but lacked the expertise to develop a comprehensive remediation strategy.

#### Our Technology Translation Approach

##### *Phase 1: Comprehensive Assessment (Duration: 8 weeks)*

- Conducted thorough IT audit covering infrastructure, security, and operational processes
- Performed cybersecurity assessment identifying vulnerability landscape
- Interviewed key stakeholders from technical teams to executive leadership
- Analyzed current and future business requirements.

##### *Phase 2: Strategic Roadmap Development (Duration: 4 weeks)*

- Translated technical findings into business impact language for executive team
- Prioritized remediation activities based on risk, cost, and business value
- Developed phased implementation plan with clear ROI projections
- Presented findings and recommendations to principals with budget justifications.

##### *Phase 3: Implementation Oversight (Duration: 6 months)*

- Assisted in hiring an internal IT person to augment MSP functions and provide local support
- Guided internal IT team through remediation priorities
- Managed RFP creation process and subsequent contract negotiations to replace incumbent MSP

- Provided ongoing advisory support during critical transition period
- Monitored progress against business objectives.

### **Results Delivered**

- **Cost Savings:** Reduced annual IT spending by \$100K through MSP contract optimization and license management
- **Security Improvement:** Eliminated 5 critical vulnerabilities and 6 high-risk security gaps
- **Operational Efficiency:** Implemented new software systems reducing IT delivery time by 35%
- **Risk Mitigation:** Established security policies, procedures, and staff training programs
- **Strategic Alignment:** Created technology roadmap aligned with 3-year business growth plans.

### **Business Impact**

The comprehensive technology transformation positioned the firm for sustainable growth while significantly reducing operational risk. The newly optimized IT infrastructure and security posture enabled the firm to pursue larger projects and comply with increasingly stringent client security requirements. Management now has clear visibility into IT costs and strategic alignment between technology investments and business objectives.

### **Client Testimonial**

*"Mark didn't just solve our technical problems - he translated complex IT issues into business language we could understand and act on. The roadmap he developed has become our guide for technology decisions, and we're already seeing the ROI he projected. Finally, we have confidence in our technology strategy."*