



Increasing Productivity and Enabling Growth

CHALLENGE: Northbend Pattern Works (Northbend) is a supplier for machine parts manufacturers. It's a growing company and a critical supplier within the automotive supply chain. Their IT infrastructure, though, was not in line with their future goals. Their equipment was older and not standardized, their email didn't sync with multiple devices, they believed that they were paying too much for their phone system, their network was slow and unreliable and they didn't have a good back-up solution. They didn't just want a one-time solution, but a partner that they could count on to provide guidance on a variety of technology-related topics. "We have larger clients with high standards and we need an infrastructure and tools to be able to fulfill their needs." Stated Alan Droege, owner of Northbend. "We were also tired of having to spend so much time on IT. Productivity, efficiency and consistent support were our main goals," continued Droege.

SOLUTION: Droege and Brenda Wheat, began the search for an organization who could solve their current issues and would manage their IT going forward. They spoke to several companies, but found that the proposals either were too expensive or didn't cover all of their needs. They met MIS Solutions (MIS) through mutual connections and knew immediately that MIS was a perfect fit. "We really liked the MIS model, where they become an extension of our team. They fix the issues, manage day-to-day IT needs and also guide us through all of our technology projects," stated Wheat.

APPROACH: MIS's approach is looking at the whole company versus just pieces, and solving root issues versus "band-aiding". In the first phase, MIS Solutions provided a detailed network assessment, resolved IT issues, upgraded equipment, moved Northbend to Office 365 and implemented a new phone system. After completing the first phase, MIS began managing all day-to-day IT responsibilities and meeting with Northbend quarterly to plan and prepare for future upgrades and projects.



Situation at a Glance

- Northbend Pattern Works was outgrowing their network structure and technology solutions. They also wanted a team to help them going forward.
- They explored several options but found the options to be either too expensive or didn't include the services needed.
- They found the right partner with MIS Solutions (MIS), a team who manages all of the day-to-day IT needs and also provides guidance for technology projects.
- MIS increased productivity and reduced overall costs with new equipment and networking. They increase team efficiency by providing ongoing IT support and planning guidance.

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RESULTS: Droege and Wheat couldn't be more pleased. "Not only have we significantly enhanced our network and equipment, we have a team to support us. All of this, within a transparent process and budget that fits our business needs." Said Droege. Northbend's network is running much more efficiently. They are able to efficiently send and receive files with their clients, which speeds up the process. They are confident that they are, and will always meet their clients' standards. If a disaster occurred, the company would back up in a matter of a couple hours. They reduced phone service costs. Instead of them spending hours dealing with IT issues, MIS manages it behind the scenes so it's completely off the internal team. "Now we can concentrate on running the business. MIS added hours back into our work days, and we all know time is money," concluded Droege.

MIS Solutions provided Northbend the following:

- New equipment for a more standardized approach and better productivity
- New, more reliable and affordable phone system with network system
- IT team managing all day-to-day IT needs
- Office 365 with collaboration tools, email and remote access
- Full network discovery
- Backup and disaster recovery solution for possible disaster

About MIS Solutions

With MIS Solutions you gain technical experts who:

- Identify problems, provide solutions, and create a plan for growth.
- Are a passionate, caring, and knowledgeable team, resulting in high customer satisfaction.
- Work as a team to provide quality solutions.
- Go above and beyond to earn your trust.

We're Here to Help!

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