



Reliable Information Technology Solutions

## SOLUTIONS & SUCCESS

### THE INSIDE STORY

**Company & Location**  
**Industry**  
**Case Study Respondent**

Accent Building Sciences  
Engineering  
Bob Marashi, Managing Partner



Engineering firms rely on information technology to be the foundation of their business each and every day. It's how firms share their important files, stay connected with team members on project sites, and get their work done according to schedule.

Accent Building Sciences is an engineering firm that services existing buildings. Their two branches deal with inspections, audits and data gathering; as well as forensic building inspections to troubleshoot issues and improve structure.

For more than two decades, Accent Building Sciences has relied on Tektonic to take care of their IT. Over that time, Tektonic's team has provided expert support, managed server and network infrastructure tasks, and solved IT problems for Accent Building Sciences as they occurred.

## Expert IT Support

### Challenge

Is your IT support company delivering the expertise you need? Or does it feel like they're just Googling the answers to your questions?

This is a common issue with IT services. Without the right training or experience, support providers can quickly be out of their depth with questions from clients. While they'll eventually know the solution after some research, ideally, you'd want to work with someone who knows what they're doing from the start.

That's why Accent Building Sciences enjoys working with Tektonic - they have real expertise.

### Solution

Given the wealth of knowledge available online, and how user-friendly technology is getting these days, you may be skeptical that expertise and experience are even that necessary for IT support. Unfortunately, you would be wrong about that.

Sure, with enough research and time available to you, you might be able to find a solution to your IT problem every now and then. But, even if that's the case, time is a resource you don't always have- that's why you pay someone else to handle it. And if you're paying someone else, shouldn't they be an expert at what they do?

Experience and skill can't be bought or faked. The only way to get it is to put in the work and take the time. That's what Tektonic delivers to Accent Building Sciences.

### Result



*"Every time I ask them a question, they seem to know, from their senior to their junior staff, they seem to know what they're doing,"*

*"They know the answer, they don't put you on hold for half an hour. They know their systems, they're educated as to what's going on in the background."*

- Bob Marashi  
Managing Partner at Accent Building Sciences.



# Network Management & Development

## Challenge

Think, for a minute, about the many, many parts of a modern IT infrastructure. What comes to mind?

First, you'll likely think about the parts of it that you and the other staff members actually deal with. The desktop computer that you start up each morning and turn off each night. The printer that you fight with every time you need something in hardcopy. The router with the signal that doesn't make it quite all the way to the smoking section outside the building.

But what about the other parts?

Think beyond the aspects that represent the user interface. Consider the servers – do you know if they are stored in a closet or server room on-site? Or maybe they're taken care of a few, or even hundreds of miles away, in a data center. Depending on what cloud applications you use for business every day, the servers you're relying on may be on the other side of the country.

Is your network being taken care of?

Accent Building Sciences trusts Tektonic to take care of their network and IT environment as a whole. Whether it was their first server years ago, the replacement servers over time, or their more recent migration to the cloud, Tektonic has managed each and every step along the way for Accent Building Sciences.

## Solution



*“At the very beginning we didn't have a server, So when we decided to get one, they helped us purchase a suitable one, and they set it up”*

- Bob Marashi

Servers are the backbone of an on-premise environment, and as such, they can't be overlooked or mismanaged. The team at Accent Building Sciences knew they didn't have the knowledge or resources to deploy their own servers, so they trusted Tektonic to handle it for them.

## Result

Tektonic managed each and every server deployment, as well as their cloud migration, to make sure it didn't cause any unnecessary downtime to Accent Building Sciences.



*“After many years, when the server got too old, we changed the server again, Both times, when they initially installed the server, and when they moved over the server, they made sure everything is done on weekends, so we don't get disturbed in our workflow. Honestly, we didn't even feel the transition.”*

- Bob Marashi



## Business Continuity

### Challenge

Hard drives fail every day for a variety of reasons. While some failures occur simply because the hardware becomes worn out, others fail prematurely due to external factors like:

- Overheating
- Water or fire damage
- Exposure to magnetic fields
- Power outages or surges
- Impact due to being dropped

No matter what the cause is, without the right contingencies in place and support on hand, it can result in permanent data loss.

This almost happened for Accent Building Sciences when their backups failed a few years ago. Even worse, it happened during the holidays. Luckily, they had Tektonic to help them out.



*“A server backup hard drive failed, so we got a notification, and we informed [Tektonic],”*

- Bob Marashi

### Solution

Regardless of the fact that it was Boxing Day, Tektonic made sure to help Accent Building Sciences address the backup failure. If they had waited until after the holidays, the data loss may have been permanent.



*“I remember that Jorges, one of the partners, came to his shop and I took the server, on Boxing Day and he fixed it that same day, I was up and running the next morning.”*

- Bob Marashi

### Result

Tektonic restored Accent Building Science's backups, making sure they were functional and reliable. This is just one instance of exceptional support from throughout the many years of service Tektonic has delivered.



*“We've had a good experience with them, We find no reason to go somewhere else.”*

- Bob Marashi

