



Reliable Information Technology Solutions

SOLUTIONS & SUCCESS

THE INSIDE STORY

Company & Location
Industry
Case Study Respondent

Valdor Engineering
Engineering
Daniela Fanone, Controller



Founded in 1992, Valdor Engineering Inc. offers Consulting Engineering and Project Management services to the Public Sector and Land Development Industry throughout southern Ontario. Valdor delivers customized, cost-effective and innovative engineering solutions to land development, municipal and water resources engineering problems.

When their previous IT company chose to close their business, Valdor Engineering knew they had to find a capable and responsive IT company to handle their needs. After reaching out to a few different options in their local area, Tektonic responded quickly and offered to meet in person to discuss details. Valdor Engineering chose Tektonic as their IT company, and have been satisfied with their services ever since.

"At the time our current IT provider was closing down the business and Tektonic answered my email request for a quotation," says Daniela Fanone, Controller at Valdor Engineering. "[They] also came to my office to meet with me, as opposed to the other firm I was talking to at the time."

IT Support For Small Businesses

Challenge

Despite using the same fundamental technology as companies ten times their size, small businesses often struggle with ineffective IT and unresponsive support, because they assume it's the norm for their scale of business.

However, with an IT company like Tektonic, Valdor Engineering was able to get the quality of IT support they needed, at a price that fits a small business' budget.

Solution

Tektonic provides a range of IT services to keep Valdor Engineering's systems well-supported and secure:

- **Managed IT Services:** Around-the-clock monitoring, regular maintenance and responsive support to keep systems running properly
- **Business Continuity:** Data backup to keep the business protected and in operation no matter what happens

- **Cybersecurity:** A range of cybersecurity solutions to protect against hackers infecting the network

Result

Valdor Engineering enjoys a comprehensively supported IT environment. Problems are anticipated and avoided, and when an issue does crop up, Tektonic is available to address it with a proven solution.

“ They monitor and take care of all our IT needs ”

- Daniela



Responsive IT Support

Challenge

A key determinant of value in IT support is the speed and quality of response – is your IT support available here when you call them? Can you get a hold of your IT support when you need it? Are your IT services just a phone call away?

No matter what question you have that needs expert IT consulting, and regardless of any support request you make that needs a quick answer, you need support that will answer immediately and arrange a solution in a timely manner.

That's precisely what Valdor Engineering relies on Tektonic for.

Solution

Tektonic is proud to offer services that take a proactive approach to IT support. Proactive IT management means adopting a "fix it before it breaks" mindset in the way IT support handles technology, by routinely monitoring the network, systems, and infrastructure for potential problems.

Result

“ They respond promptly and are approachable and personable

We are very happy with the service they provide. ”

- Daniela

Tektonic provides IT support for all of Valdor Engineering's unique IT needs, allowing them to focus on their organizational goals – instead of faulty IT.

