

About Environmental Operating Solutions, Inc. (EOSi)

EOSi leads the wastewater treatment industry with our proprietary line of MicroC® Premium Carbon Sources and complete solutions offerings.

What challenges/problems prompted a change?

The past technology environment included a 3rd party provider. Initially, they seemed like a good choice to solve our IT issues, unfortunately we were still consistently waiting for issues to be fixed. In addition, the same IT problems were solved in various ways by different people; there was no documentation, lack of consistency and we were continuously starting from scratch. The work seemed more like band aids and patchwork. In addition, it appeared as the service provider had issues with retaining people. Disappointed with the decision we had made and the climate we were experiencing, we figured it was a good time to start looking around.

What were you looking for in a solution?

We had a trifecta of issues looming, and knowing this could cause additional technology issues, we were incredibly worried. We had an old server that needed to be replaced with “something”, as we were not sure what that “something” should be. In addition, we were relocating our offices, and about to undertake an Enterprise Resource Planning (ERP), (the integration of business management software to collect, store, manage, and interpret business data). This could prove to be the perfect storm for everything to go wrong.

Knowing this, and given our past experiences, we were not holding back asking the tough questions and ensuring we would get the actual help we needed. We interviewed three managed services providers, and by far, I.T.WORKS! stood out. They asked questions about our technology, versus bragging about their expertise and competence. This was refreshing because we could have a conversation around our upcoming challenges and get a feel for how they would accomplish what we needed. In addition, we were talking about our growth and the long-term bigger picture. This was the first time we EVER had a conversation with a managed services provider around our growth and expectations, including creating a five-year budget for technology growth. This was refreshing.

What made our solution stand out over others that you researched?

We liked the idea of proactive maintenance, no longer being down while waiting for issues to be fixed. We also appreciated being asked the right questions to allow for a more strategic process. We felt I.T.WORKS! exuded competence and stood out like no other managed services provider. They made us confident they could handle our needs, and take it to the next level incorporating our future growth, instead of just discussing what is broke and how to fix it.



How was the implementation of our solution?

The implementation was pretty painless. We had someone on site for a couple weeks putting out fires. Once everything was aligned according to I.T.WORKS! standards, we were a smooth-running ship. We could not believe that what was promised was delivered. This was an enormous relief for us. We were incredibly happy in the decision we had made.

In addition, we also got the new server up and running, and the timing was literally the February right before COVID. We were so grateful for the timing of this being completed. Without this new sever, we would have had terrible issued going remote.

What was the initial reaction to our service?

Very positive! I.T.WORKS! is always available by phone and responsive, they communicated well internally and conquer problems with organization and consistency.

How has our service helped since implementation?

We started getting through legacy issues and years of neglect, little by little we got things in great shape. The pace was one project at time, according to budget and priorities first.

Has this solution saved money and/or increased productivity?

Yes, given the onset of the COVID situation, we were able to maintain and then increase productivity. There is massive savings with technology consistently working, as there is a great deal of cost in downtime.

What have you been most impressed with?

The team people approach to problem solving, the focus on the bigger picture, and delivering what is always promised.

Do you have closing thoughts?

I.T.WORKS! set the bar of expectations high of what good working technology and partnership look like. We would recommend I.T.WORKS! to someone looking to upgrade their level of service.

