



CASE STUDY |

SAN ANTONIO MASONRY & TOOL SUPPLY

**Monroy IT Services Shows San Antonio Masonry
What a True Partnership Can Do**



MONROY IT SERVICES

10650 Culebra, Suite #104-215 | San Antonio, TX 78251

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“Monroy ITS goes above and beyond our expectations. One thing they have that is better than other IT firms is their great customer service. If somebody were to ask me why they should choose Monroy ITS I would say that they truly care about our needs.”



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Monroy IT Services has one focus: Unbeatable IT service.

We leverage decades of experience and demonstrated expertise to solve your IT problems.

BUSINESS CHALLENGES

Disparate, poorly configured IT systems
Aging servers causing frequent system crashes
Unpredictable monthly IT service costs
Lack of timely, effective IT service support



SOLUTION

Cloud-based servers
Continuous monitoring
Predictable monthly service plan



BUSINESS RESULTS

Minimized downtime
Reduced capital expenses
Freed up physical space
More reliable, faster processing speeds to deliver better customer service
Better, proactive security and maintenance



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THE PROBLEM

With two locations, San Antonio Masonry and Tool Supply (SA Masonry) serves as a one-stop shop for the building supply industry. The company prides itself on quality and service in everything it does, including timely order processing for its customers. As business continually grew, however, the company was finding that consistently delivering that quality and service was proving to be a problem.



THE CHALLENGES

Understanding problem's root cause leads to longterm solutions.

“If somebody were to ask me why they should choose Monroy ITS I would say that they truly care about our needs.”

SA Masonry was hampered by its aging IT infrastructure and inconsistent setup. Powered by eight-year-old servers, transactions and order processing were slow. The accounting system would crash every couple of weeks, and the servers had to be rebooted multiple times a day. Customers were left waiting — and frustrated.

In addition, the SA Masonry headquarters had all its applications installed on employees' local desktops, slowing down their computers. Meanwhile, the remote office connected to a terminal service. The reach of the company's wireless devices was limited, not even reaching where the mechanic shop was located. The mechanics had to come into the office to connect, causing lost productivity.

SA Masonry hired a third-party IT services company to help, but that wasn't working out. SA Masonry was hit with ransomware several

times and found itself having to notify its IT company rather than that company alerting them. Either they weren't monitoring SA Masonry's systems as they said they were or what they were doing just wasn't effective.

The third-party company also didn't offer 24/7 support, and communication was poor. The company never informed SA Masonry that they were maxing out their servers, which was causing their frequent slowdowns and need to reboot servers. With the IT company billing on an hourly basis, expenditures were also unpredictable.

It was time for a change. SA Masonry needed a true partner to help it optimize its IT services.

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THE SOLUTION



THE SOLUTION

Real business solutions integrate sustainability into core business strategies.

“Monroy ITS has evaluated our network hardware and software and made helpful recommendations on upgrades.”

A Google search for a new IT services company led SA Masonry to San Antonio-based Monroy IT Services. More than just an IT services supplier, Monroy helps companies increase their productivity and profitability by making IT a streamlined part of their operations. The company provides customized, proactive IT solutions backed by 24/7 onsite and US-based remote support and at a predictable monthly rate.

The first thing Monroy did was implement various fixes to enhance SA Masonry's existing IT environment, eliminating some of the issues affecting its ability to deliver excellent customer service. That included continuous monitoring of the company's servers. When the Monroy team would see the servers nearing capacity, they would inform SA Masonry, so they could restart the servers before any business-disrupting crashes occurred. As one of the SA Masonry representatives stated, “Issues were handled before we even knew there were issues.”

Other enhancements included the installation of several wireless points so wireless devices could be connected throughout the facilities. Monroy was able to provide flexibility for submitting support ticket — online, by email or by phone. They were also able to a set monthly service fee per computer, making it easier for SA Masonry to budget for IT expenses with no surprises at the end of the month.

The Monroy team also quickly identified that SA Masonry had outgrown its servers and made recommendations to solve the multiple problems the company was experiencing. Among them, moving to cloud-based servers that would provide scalability, speed, and greater reliability without capital expenditures.

Moving to the cloud would also allow SA Masonry to operate a more unified IT environment, including moving everyone to a remote desktop system. That alone would make both support and training easier.



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THE BENEFITS



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“One thing they have that is better than other IT firms is their great customer service.”

SA Masonry’s IT systems are now running smoothly. With cloud services in place, the company is no longer dealing with its accounting system crashing every couple of weeks. It also doesn’t have to worry about replacing physical servers or paying someone to maintain them. Without physical servers onsite, the company also has freed up physical space in its facilities.

Monroy consistently delivers quick support when it’s needed, further reducing potential downtime or issues that could diminish SA Masonry’s ability to meet its customers’ needs.

An SA Masonry representative notes, “George Monroy, the president and CEO at Monroy is great to work with. He understands our IT needs and takes the time to explain things in a way that we understand. He

truly cares about customer service. He keeps us up to date on what’s going on and meets with us on a quarterly basis to go over our IT needs.”

While the quantitative business results from working with Monroy has exceeded SA Masonry’s expectations, what the company finds most valuable is they now have a valuable partner they can trust to keep them up and running—and help them continue enhancing their delivery of exceptional customer service.

Monroy IT Services has one focus: Unbeatable IT service.

We leverage decades of experience and demonstrated expertise to solve your IT problems.

ABOUT OUR COMPANY

Our mission is to deliver the latest technology consulting, services, maintenance, and support as a highly cost-effective IT solution in order to maximize our clients' productivity and profitability.



George Monroy - President & CEO

Whether you have problems to solve today or are looking to head off IT problems tomorrow, you need the right IT partner—one that provides the support you need, is close by, and can grow with you long term. You need Monroy IT Service. With our flat monthly fee, you can forget about hourly rates, labor billing, fees for drive time, hidden charges, and unpredictable monthly bills. Instead, focus on your business.

Relax, we've got IT covered.

MONROY IT SERVICES

Since 2007, Monroy IT Services has been a leading provider of IT support and consulting, focusing on small and medium sized businesses in the greater San Antonio and Hill Country areas. We have helped hundreds of businesses increase productivity and profitability by making IT a streamlined part of operations. We equip our clients with customized technology solutions for greater operational value and to reduce risk.

The Monroy IT Services team consists of Project Managers, System Analysts, Qualified Network Analysts, Network Administrators, Web Developers and Desktop Support Technicians. Clients receive years of collective knowledge in innovative IT support. Our team maintains the highest levels of technology and security certifications, so you can be confident when entrusting your organization's IT environment to us.

WHY CHOSE MONROY IT SERVICES

Monroy IT Services provides IT support throughout the greater San Antonio and Hill Country areas. Our team of experts provides reliable on-site support. We're there when you need us, ensuring seamless productivity within your systems and providing the level of attention your

business deserves. We value long-term relationships with our clients and will work closely with your business to ensure that you have all the technology resources for software and hardware that you need to be successful.



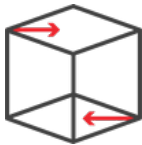
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OUR SERVICES

Not only does your productivity and profitability increase when your network is streamlined, but Monroy IT Services is proud to offer a variety of critical services to ensure that your business runs at maximum efficiency. From managed IT services to security, IT consulting, and business continuity, we've got you covered.



BUSINESS CONTINUITY

BUSINESS CONTINUITY

Continuity is key to running a successful business. That means guaranteeing uptime, and we do. But it also means creating a recovery plan for critical systems and applications to minimize the impact when disasters do occur. We do that too, so you can have peace of mind.



CLOUD SERVICES

CLOUD SERVICES

Communication systems have to work. Partnering with Monroy IT Services, yours will. Moving to a cloud-based hosted VoIP phone system gives you the business phone features you want and the performance you require, all in a system that you no longer have to manage.



VOIP

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SECURITY SERVICES

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Cyber threats are constantly changing, and keeping your company both protected and federally compliant is too difficult to do yourself. Working with Monroy IT Services, we will protect every device on every OS from every attack.

We provide Managed IT Services, Business Continuity, VoIP, and Cloud Services so that your business always runs smoothly. Each of these pieces are critical for security, maximum efficiency, and ultimately, increased profitability. Schedule an appointment to learn how our tools, processes, and services will send your productivity soaring without ever having to manage your technology.

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