



COAST TO COAST IT MANAGEMENT SUPPORT  
3 Network Operation Centers | 4 Helpdesk Centers | 13 Field Offices

**CASE STUDY**  
**FOSSATTI**  
**PAWLAK**

znetworks.com

*"Z Networks saved the day in a really tough situation, and we are very happy with our on-going support. Beyond the great service, it's a huge plus that they communicate with us in terms we can actually understand"*

Kathryn Majorki

## Z NETWORKS RESCUES FOSSATTI PAWLAK STRUCTURAL ENGINEERS FROM CLOUD COMPUTING NIGHTMARE

In mid 2013, Fossatti Pawlak followed their IT vendor's recommendation to move to a cloud based server by promising to reduce capital expenditures, back up business information automatically, and make files available from anywhere internet is accessible. Fossatti, however, soon discovered that cloud computing is not a fit for all businesses, as the large CAD files their business relies on were barely accessible through the cloud server, even with high speed internet. Now, Fossatti needed to find an IT vendor whose recommendations they could trust and one who had the expertise to migrate their systems away from the cloud.

### **From the Cloud, to the Old Server, to a New Server**

Fossatti Pawlak's initial move to a cloud based server took months of trouble shooting to become barely functional, yet within two weeks of hiring Z Networks, Fossatti was back to stable operations on their old on premise server. This server, however, was aging and at risk of failure. Z Networks immediately connected the server to a backup and fail over device to protect Fossatti while helping to procure a replacement within their budget. Z Networks quickly had Fossatti Pawlak up and running on a new and stable server environment with an automated and truly redundant cloud backup solution scheduled to run outside of business hours to avoid causing disruptions.

### **A New Level of Service with on-going support for a design firm**

Fossatti Pawlak's design professionals continue to rely on Z Networks for day-to-day tech support in their Seattle office and while working remotely in the field. With around a dozen staff of primarily structural engineers, the firm relies heavily on technology and is always under deadline. Z Networks 24/7 remote helpdesk and same-day onsite response are always available to help Fossatti Pawlak's team work through IT issues and make the most of their technology. Fossatti Pawlak's Office Manager, Kathryn Majorki, really appreciates that Z Networks talks about technology in terms she can understand and is reassured by Z Network's specialization in the design and construction industries. Additionally, Z Networks helped with a seamless transition of technology during Fossatti's office move in September of 2014.

Fossatti Pawlak Structural Engineers serve the design community throughout the Puget Sound and across the United States. Responding quickly they provide smart solutions to complex design issues, from permitting to construction.