

Z Networks Rescues Fossatti Pawlak Structural Engineers from Cloud Computing Nightmare

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-Kathryn Majorki, Office Manager, Fossatti Pawlak Structural Engineers

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Business Challenge

In mid 2013, Fossatti Pawlak followed their IT vendor's recommendation to move to a cloud based server. Cloud computing is quickly gaining popularity by promising to reduce capital expenditures, back up business information automatically, and make files available from anywhere you can access the internet. Fossatti, however, soon discovered that cloud computing is not yet 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 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 if not soon replaced. Z Networks immediately connected the server to a backup and failover device to protect Fossatti while helping to procure a replacement within their budget. A Dell device was selected based on financing options, and Z Networks quickly had Fossatti Pawlak up and running in the new and finally stable server environment. Additionally, an automated and truly redundant cloud backup solution was connected to the server and scheduled to run outside of business hours to avoid causing disruptions.

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.

"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, Office Manager

Fossatti Pawlak Structural Engineers serve the design community throughout the Puget Sound as well as across the United States. Responding quickly and kindly, they provide smart solutions to complex design issues. They work closely with clients to make the process go smoothly and to anticipate problems, from permitting to construction.