Less IT Downtime For a Busy Construction Firm

Dedicated IT support from MCP protects productivity and prevents avoidable delays.

CLIENT: Kircher Construction

KIRCHER CONSTRUCTION, INC.

INDUSTRY: Construction

LOCATION: Mt. Morris, New York

SERVICES: Design-build, general contracting, construction management

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Executive Summary

Kircher Construction, a commercial and industrial builder in New York, partnered with MCP to improve IT response time and reduce downtime. With a consistent support team and reliable managed services, MCP helped eliminate costly disruptions and protected valuable project data.

CHALLENGES

- Experienced long wait times and production loss from IT disruptions
- Experienced Loss of data due to old IT firm's having no backup and systems becoming encrypted due to lack of cyber security.
- Needed to eliminate the cost and delay of onsite technician travel
- Wanted a consistent IT team familiar with their environment
- Wanted to have proper backups and cyber security
- Required protection for sensitive files and project data

MCP's Approach

MCP assigned a familiar, dedicated team and delivered responsive, managed IT services.

Key Actions

- Reduced response times with remote support and proactive service
- Assigned a team familiar with Kircher's systems and setup
- Prioritized data protection across all electronic project resources

THE SOLUTION

- The same team handled each issue without handoffs
- Provided layered Cyber security and Proper backups with encrypted cloud to ensure backups.
- Remote service reduced downtime and eliminated travel delays
- **MCP** provided consistent support with a strong understanding of Kircher's needs

THE RESULTS

- IT disruptions no longer slowed down day-to-day operations
- Kircher saved time and resources by avoiding repeated technician visits
- **MCP** became a reliable partner that actively protects Kircher's digital assets

Need an IT provider that shows up ready and saves you time?

MCP delivers fast, familiar service and lasting support to keep your operation moving. **Contact us** to get started.
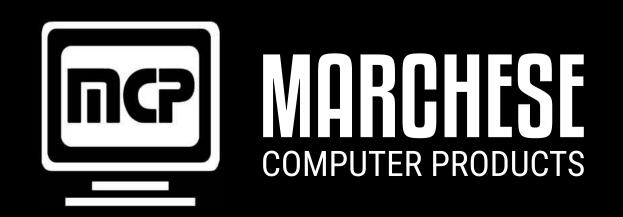
CLIENT TESTIMONIAL

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"Since teaming up with Marchese Computer Products, Inc., our IT response time has drastically improved. No more waiting around and losing in-house production due to IT based issues. Their managed services have not only saved us from downtime but also eliminated the paid travel time, saving us valuable TIME and RESOURCES.
Unlike other IT firms, they don't shuffle us around different technicians. Instead, we have a dedicated team familiar with our site, ready to resolve issues and troubleshoot. They also understand the importance of your electronic content and property, no matter the sector, and they genuinely care about maintaining and protecting your property as if they were their own. I highly recommend Marchese Computer Products, Inc.."

Jon Flannery

President Kircher Construction

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(585) 575-0110