



Solutions & Success

The Inside Story

Spade Technology Helps This Entertainment Construction And Supply Company Reduce IT Issues

One of our many clients is an entertainment construction and supply company. They provide an extensive range of services, from design/build engineering and construction to retail sales of entertainment supplies.

Working with theatres, casinos, churches, performing arts centers, and more, this client handles the custom manufacturing of stage curtains, lighting and dimming systems, curtain tracks and rigging, and integrations, to name a few. They have four offices across the country, staffed by more than 80 team members.

In order to keep their offices connected and their staff members productive, this entertainment construction and supply company requires a robust and functional IT environment. That's why they work with Spade Technology.



This Entertainment Construction And Supply Company Was Struggling With Undefined IT Management

"We're an all-hands-on-deck kind of company," says the VP Business for this entertainment construction and supply company. "We did not have an IT person, we had a guy who was good with IT."

Before this client invested in fully managed support, they had handled it internally. Up until recently, their approach to processes was largely a matter of "all hands on deck"; if something needed to get done, someone would handle it.

That included their IT. Instead of hiring an IT professional, they simply had one of their current staff members take on IT management tasks. As knowledgeable as they were, however, this arrangement was less than ideal.

Managing the company's IT took a lot of this staff member's time, and made it difficult for them to make progress on their other work. Furthermore, if they were ever unavailable, sick, or worse, it would put this client's business in a very vulnerable position.

"You are putting yourself at huge risk if that person is incapacitated or no longer available," says the VP.

Outsourcing This Entertainment Construction And Supply Company's IT Management Was A Worthwhile Investment

This client's leadership knew that outsourcing their IT support would be much more expensive than simply having a staff member take care of it for them. All the same, they recognized that by properly handling their IT workload, they could eliminate vulnerabilities, downtime, and more.

Recognizing the vulnerability of their current IT management model, this entertainment construction and supply company's leadership began looking for professional IT support near the end of 2019. In speaking to her colleagues, the VP was eventually referred to Spade Technology and another IT company.

"Our software vendor had given me somebody else that they had recommended, so it was just the two companies that I vetted," says the VP.

After speaking to the two companies, it was clear to this client that Spade Technology was the right choice. They understood that Spade Technology would only be able to provide remote support to their offices, but they knew what they stood to gain by outsourcing.

"We knew what the savings were going to be, just in terms of better management," says the VP.



Spade Technology's Expert Management Capabilities Optimized IT For This Entertainment Construction And Supply Company

The staff at this client's business immediately benefitted from our assistance because they no longer had to deal with IT issues on their own. The staff member that had been unofficially handling their IT could finally get back to focusing on their own work.

"I was able to pull the IT guy away from the IT stuff, which I really needed to do," says the VP. "He was extremely stretched."

Printer configuration problems, password resets, and other tedious, daily IT support tasks were now being outsourced to the Spade Technology team. This freed up a lot of time for the VP and other mid and high-level team members at this entertainment construction and supply company.

"Spade Technology has taken away the constant barrage of IT issues," says the VP. "All those annoying kinds of IT support things, that my office managers and I were having to take care of on a day-to-day basis, are now handled by Spade Technology."

This alone is a game-changer in the quality of the staff's daily work. They don't have to worry about being pulled away from their work, or splitting focus because someone's printer won't work. They can trust that Spade Technology is taking care of it.

"It's huge, not to have to deal with it," says the VP.

Spade Technology Enhanced This Entertainment Construction And Supply Company's Cybersecurity

Another reason this client sought out professional IT assistance is because of their cybersecurity. They had been worried for some time that they were vulnerable to an attack and assumed it was only a matter of time before they were hacked.

Fortunately, they partnered with Spade Technology before anything truly damaging occurred. In handling their IT, Spade Technology assessed this business' cybersecurity measures, identified vulnerabilities, and eliminated them.

"Our equipment is safer," says the VP. "We were really stressed about security before Spade Technology. We knew that we had tons of security holes."

For example, Spade Technology discovered that this client's networked printers had all been left unprotected and open to external access. The main reason that printers like that are such an area of concern is that, unlike conventional printers that connect directly to a computer, networked printers have sophisticated internal hard drives and CPUs that process and store data, and run on their own software.

This gives hackers something to work with, and without the right endpoint protections in place, security breaches are almost inevitable. Networked printers store every scan they perform on an internal hard drive, which is often left unsecured and ready for hackers to access. That's why it's so important to recognize and treat the printer as a part of the business' IT infrastructure; whether it's wired or on the Wi-Fi network, it needs to be properly secured.

"We knew we didn't have the expertise to do what we needed to do," says the VP.

Spade Technology Helped This Entertainment Construction And Supply Company's Staff Adapt To Remote Work During The COVID-19 Pandemic

IT resources have never been as important as they are now as a majority of professionals work from home. In order for organizations like this one to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies. Fortunately for this client, they can rely on Spade Technology for expert assistance.

"We didn't have to worry about holding our staff members' hands as they set up home offices," says the VP.

The Spade Technology team ensured that everyone working remotely for this company had what they needed to do so productively and securely.



We were able to deal with the business of shifting how we worked, while Spade Technology handled those bits and pieces. It was huge."

- VP Business,
Entertainment Construction And Supply Company

Spade Technology Helps This Entertainment Construction And Supply Company Eliminate IT-Based Stress

Since partnering with Spade Technology, this client has enjoyed seamless and effective support for their entire organization.

"I sleep better at night," says the VP.

That's what this entertainment construction and supply company's team wants from their IT. They want to be confident it will work as expected, day in and day out. It needs to be responsive and secure — and with Spade Technology's help, that's what they get.

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