CASE STUDY

The Truss Company

Leading Supplier and Manufacturer of Engineered Wood Roof and Floor Trusses

Client: The Truss Company

This leading manufacturer of engineered wood roof and floor trusses was founded in 1985. The 400 plus employee organization sells primarily to professional contractors in the residential and commercial construction field. The company operates 7, soon to be 8, state-of-the-art manufacturing facilities throughout the Pacific Northwest region of the United States. Although primarily a manufacturer, the company also reviews blueprints, makes engineering calculations, and assists with project designs.

Challenges & Requirements

The company has nearly doubled in size since 2015. At that time they had 3 manufacturing plants and could already feel the pressure of needing to transform their IT environment into something that was at once more robust and could accommodate the demands of a growing business. There were a number of objectives, but the key critical component was the need to unify the company's CRM and ERP systems. The company regularly uses cloud-based programs from MiTek. These are comprehensive workforce management solutions specifically designed for the requirements of production home builders. The leadership of the company knew they needed a way for everybody to connect with just one thing and be able to access whatever they needed.

The company looked at a number of cloud-computing solutions. The Truss Company scoped out each possibility on paper including doing it all inhouse or a combination of having a small inhouse tech team working together with a third-party service provider. After taking a close look at IronOrbit's online portal features, the flexibility and versatility of the design itself, plus the level of basic end-user support, they decided to have the whole IT environment handled off the premises by IronOrbit.

> *"I still have access to anything and everything all from my Smartphone. The IronOrbit online portal makes it all very easy and convenient. I enjoy the tremendous frontline support. I mean the support is complete. They were even there to help everyone log in. That's a simple thing to say but that really helped."*
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> Mark Gallant, Systems Administrator

Customer Deployment Achievements & Milestones

IronOrbit designed and implemented a private cloud-based solution that enabled all users to log in securely to the company's IO portal and access any documents or applications needed. The design also allowed for optimum customization. System administrators could access all servers remotely via the portal and make any modifications necessary. This could be done from any mobile device.

Infrastructure: We custom built a hosted environment tailored to the Truss Company's specific requirements. This coincided with the rollout of the MiTek software programs company wide.We migrated users, applications and data from the traditional IT infrastructure to the new platform with no operational disruption.

Email: We migrated the Truss Company's existing email infrastructure across to a fully managed and fully hosted IronOrbit Exchange solution, with built in IronOrbit SendSafe email encryption.

Business Continuity, Backup & DR: We designed a business continuity, backup and disaster recovery strategy. All business-critical IT is hosted securely at highly resilient data centers across the country.

Replicating data locally to enable quick restores from IronOrbit cloud-based CAD/MiTek infrastructure helped the Truss Company to consolidate their IT across 8 locations.

Deployment Specifics

1   Designed a business continuity, backup and disaster recovery strategy.

2   Critical security & operating system patch management for all workspaces and servers.

3   Network, firewall, switch and IDS management across all branches.

4   Network antivirus, spyware and phishing protection against malware threats.

5   24/7 real-time, non-intrusive network and security monitoring and alerting.