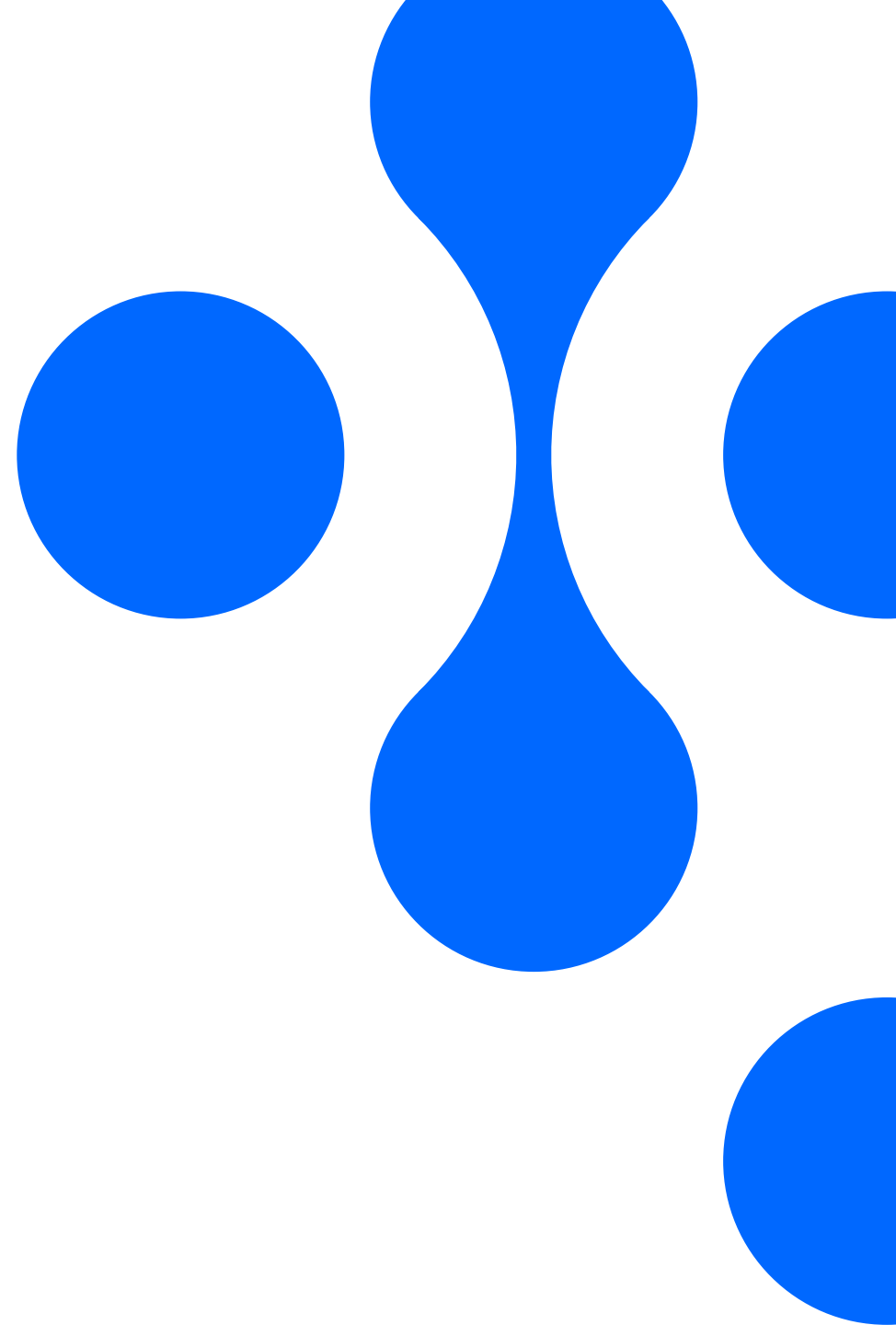




CASE STUDIES



KEARNS TECHNOLOGY INC



# EXECUTIVE SUMMARY

## EXECUTIVE SUMMARY

# A BIT OF AN INTRODUCTION

KTI is a managed IT service provider and consultancy. The company leverages its extensive team and partners to enable transformation through technology. The KTI team is unique in their ability to fully manage an organization or integrate with internal IT and other IT providers. KTI is agile, nimble, and at the cutting edge of strategy and competency. We work with clients to provide the people, processes, and expertise they need in an efficient and dependable manner.

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EXECUTIVE SUMMARY

# OUR SERVICES

- 24/7/365 Support Personnel and Analysts
- Infrastructure and Platform Agnostic
- Networks, Systems, Applications and Security
- Highly Automated and SLA-driven
- Canada and the United States

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## EXECUTIVE SUMMARY

# OVERVIEW

In the following case studies, you'll learn about a selection of KTI's engagements where they have helped companies achieve their goals and successfully navigate through transformation.

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### **CS1: SUPPORTING A HIGHLY DISPERSED WORKFORCE**

A large trade organization was facing difficulties managing ticket volume and technology adoption. Learn how KTI helped their IT provider supporting users across 6 time zones in Canada.

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### **CS2: SUPPORTING CRITICAL LOGISTICS SYSTEMS**

Learn how KTI developed and deployed a new system architecture to solve problems with aging, insecure, and failure-prone mission-critical infrastructure—resulting in 99.99% uptime.

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### **CS3: PROVIDING LEADERSHIP THROUGH CHANGE (AND ON A BUDGET)**

KTI's vCIO services helped a large social services organization in Toronto to navigate an RFP process, and successfully manage the transition for the new company and leadership.

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### **CS4: INTEGRATION-DRIVEN DOCUMENTATION**

KTI's IT documentation services helped a large construction conglomerate manage, maintain, and grow its runbooks—while mitigating corporate risk, and saving time.

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### **CS5: RANSOMWARE DATA RECOVERY**

Learn about how KTI efficiently managed a ransomware crisis for an accounting firm. The team recovered data and revamped security, to swiftly restore operations and bolster defenses against future cyber threats.

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### **CS 6: MANAGEMENT, INTEGRATION AND PROCUREMENT**

Learn how KTI enabled the successful opening of a 150,000 sq ft hospitality venue on the Las Vegas strip within a tight 60-day timeline by swiftly integrating and testing multiple systems.



EXECUTIVE SUMMARY

# OVERVIEW CONT.



In the following case studies, you'll learn about a selection of KTI's engagements where they have helped companies achieve their goals and successfully navigate through transformation.

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## CS7: AZURE COST OPTIMIZATION

KTI helped a leading storage and logistics provider reduce Azure cloud costs by 32% and in doing so, enabled reinvestment in other projects.





# CASE STUDY 01 (ONE)

# SUPPORTING A HIGHLY DISPERSED WORKFORCE



## BACKGROUND

Our client, an international Labour Union, provides services to 5,500 members as well as training facilities supporting 1,000 full time students, 2,000 continuing education, and 150 faculty. The client was faced with technology adoption challenges with a lexpertise they need in an efficient and dependable manner.

## PROBLEM

The Union's members, instructors, and students are located across Canada in six different time zones. With the mandatory introduction of technology, users regularly faced challenges related to know-how and access to readily available support. Given the multiple time zones, this posed a struggle for the incumbent partner who also struggled with capacity.

- User support was needed across Canada with six different time zones
- Existing incumbent was struggling with deployment capacity and volume

## SOLUTION

KTI worked with the organization to address the challenges they were facing by:

- Analyzing reports generated by existing tickets
- Authoring FAQ documents to circulate to the organization
- Aligning its resources around the required time zones
- Ensuring coverage and proper resourcing based on time-of-day metrics of issue submission, providing cost efficiencies and providing superior coverage

As providing services is a core part of KTI's offerings, the KTI team published documents and videos to address gaps in training. These gaps were identified through ticket analysis and graphing to help the organization become more knowledgeable.

## RESULTS

The Union's members are supported by live help desks with minimal wait times for direct help and support. KTI integrated with the Union's IT team, management, and vendors to provide the best level of support. Some notable outcomes include:

- Provided ticket analytics so that other teams could iterate in their development to address common challenges
- All published content became available through a self-service portal and now used as part of employee and student orientation and onboarding
- The Union observed an increase utilization of its tools from 70% to 95%, in 6 months

## CONCLUSION

KTI's unique approach to providing support and services to clients worked exceptionally well in improving an individuals' competence with computer systems and the applications over time. Despite slow adoption and initial frustration, KTI empowered people to effectively use the technology. Making self-service content available to all through a company portal was a proactive way to address silent users and achieve successful technology adoption within the organization.

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# CASE STUDY 02 (TWO)

# SUPPORTING CRITICAL LOGISTICS SYSTEMS

## BACKGROUND

Our Food-Tech client, is a rapidly growing food manufacturing and logistics company with 24x7 operations throughout Southern Ontario and 750 employees. The organization has over 50 trucks picking up product daily for delivery to the market. Any interruption in logistics, production, or warehouse technology can result in cascading issues for the company and staff, and impact revenue.

## PROBLEM

Our Client's IT infrastructure was struggling to meet the demands of the business and faced several challenges:

- Unreliable and downtime-prone IT systems
- Limited IT staff to manage and maintain systems
- Difficulty in ensuring the security and compliance of its IT systems

## SOLUTION

KTI was engaged to provide IT procurement, support, and infrastructure management services. The KTI team began with a discovery process to determine requirements and created and deployed a new highly available IT system with a 99.99% uptime target. KTI documented all systems and configurations and developed and rehearsed scenario-driven run-books to ensure rapid response and communication in the event of an outage.

To achieve success, KTI executed the following:

- Work with vendors APC and Dell to migrate workloads to a new VmWare Hyper-Converged Infrastructure (HCI), with redundancy in power, networking and compute
- Provide new wireless and wired networking throughout, backed by 24x7x365 monitoring and support

- Conduct regular security and compliance assessments to ensure the safety and security of the company's data, test fail-over systems, and perform system restores.
- Provide regular maintenance to ensure security updates and patches are always applied to systems and infrastructure.

## RESULTS

KTI's Managed IT Services helped the Client to:

Scale its IT infrastructure to support its growing customer base and demands

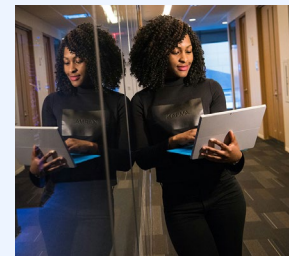
Improve the performance and reliability of its IT system

- Ensure the security and compliance of its IT systems
- Provide Client's IT staff with the support and expertise needed to manage the IT infrastructure

## CONCLUSION

KTI's work resulted in a 50% reduction in IT tickets and a nearly 95% reduction in tickets related to infrastructure. The system design allows for scheduled maintenance windows, avoiding disruption. The client now has a reliable and high-performing IT solution that no longer interferes with company operations, but instead accelerates them.

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# CASE STUDY 03 (THREE)

# PROVIDING LEADERSHIP THROUGH CHANGE

## BACKGROUND

Our client, a 25-location non-profit entity with a budget exceeding \$50M, had grown through amalgamation with other entities. The organization provides various services to its clients and has a large staff and volunteer base of over 500 people.

## PROBLEM

The Non-Profit was facing several IT challenges:

- Aging hardware
- Technical debt
- Lack of IT support
- Security vulnerabilities

The organization was facing difficulties keeping up with the latest technological advancements, hindering their ability to effectively serve their clients. They were operating in a triage mode, only addressing the most pressing issues to keep their operations going.

## SOLUTION

The Non-Profit partnered with KTI and engaged in our Virtual Chief Information Office vCIO offering. The vCIO developed an IT strategy that aligned acutely with the organization's desired goals and objectives. The vCIO managed an RFP process for Managed IT services, resulting in:

- Increased stakeholder accountability
- A new communication strategy for the IT team Regular scrums
- A company security strategy
- Migration to Microsoft 365 and eliminating servers

## RESULTS

The vCIO services provided by KTI significantly improved the Non-Profit's IT infrastructure and operations, resulting in a 60% reduction in service desk incidents.

Old technology and technical debt were largely eliminated within 6 months, and new IT policies managed shadow IT.

The organization was able to upgrade outdated technology, implement security measures and training, and eliminate phishing attempts and spam, protecting their data and assets.

## CONCLUSION

Overall, KTI's virtual CIO services helped the Non-Profit improve their IT operations, increase efficiency, and better serve their clients.

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# CASE STUDY 04 (FOUR)

# INTEGRATION-DRIVEN DOCUMENTATION

## BACKGROUND

Our client, a large construction conglomerate with a \$1B valuation, encompasses multiple companies specializing in construction technology, equipment, and services. Over the years, the company has grown through the acquisition and sale of companies within its portfolio. It has over 1,200 employees globally.

## PROBLEM

Companies were frequently being acquired and divested, making it crucial to have up-to-date and accurate documentation for seamless handovers to new IT teams. However, managing documentation for both information technology and operational technology in a constantly changing environment was becoming increasingly challenging. Thus, a strategy was necessary to manage and maintain documentation, including:

- IT infrastructure, servers, and systems
- Network equipment, configuration, and security services
- Software, and Cloud services
- Backup systems
- Procedures, processes, workflows

## SOLUTION

The company partnered with KTI to implement a documentation management and runbook solution that leverages modern technologies and integrations to drive and maintain documentation. The solution accomplished the following and was capable of exporting clear and concise, formatted runbooks:

- Integrated with IT asset management systems to maintain device list requiring data
- Provided network mapping and discovery, to identify equipment, configurations, and network topology.
- Integrated with Azure and MS365 to document credentials and configurations.
- Integrated with the backup solution to capture all environment settings, restore and testing workflows.

- Workflows, procedures and processes were entered, with links to jump to relevant data to expedite following and completing tasks.

## RESULTS

KTI collaborated with the company's IT team with a focus on maintaining highly accurate documentation and runbooks. KTI played an active role in change management, ensuring that configurations, data, and procedures were always accurately captured and of high quality, thereby saving the internal team a great deal of time.

As the IT team onboarded and offboarded companies in the group, the system automatically detected new assets and generated tasks that required human input, promoting consistency and quality.

The system was not only utilized as an effective measure to secure corporate systems during staff changes, but became the gold standard for referencing configurations and credentials the entire department.

## CONCLUSION

The result was highly efficient and effective runbooks that addressed corporate risk and simplified the handover process to new IT providers. KTI was also able to provide additional support, as a backup IT team, when needed.

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# CASE STUDY 05 (FIVE)

# RANSOMWARE DATA RECOVERY



## BACKGROUND

Our client, an accounting firm, faced a severe ransomware attack that left their operations at a standstill. Critical data encrypted by the attack included financial records, client information, and proprietary data. The firm's existing IT infrastructure and security measures were unable to prevent or mitigate the attack, leading to significant operational and reputational damage.

## PROBLEM

The primary challenges that the KTI team were called in to resolve included:

- Rapidly diagnose the extent of the breach and encryption
- Ensuring a complete and secure recovery of encrypted data
- Rebuilding the client's IT infrastructure to be more resilient against future cyber threats
- Restoring the client's confidence in their digital security measures

## SOLUTION

Upon engagement, KTI immediately activated our incident response protocol, first conducting a thorough assessment of the network to identify the ransomware strain and extent of the infection. We quickly isolated affected systems to prevent further spread, and safeguard unaffected data and systems.

Upon successful containment, the KTI team then pivoted to phase two: identifying and recovering clean data from recent backups, while other systems were meticulously rebuilt from the ground up to ensure they were free from ransomware. This system included the reinstallation of operating systems and applications, followed by the restoration of data.

## RESULTS

Post-recovery, the firm was able to resume full operations within a remarkably short timeframe and with minimal data loss. The company then partnered with KTI to implement a holistic security infrastructure overhaul, that included:

- The deployment of advanced endpoint protection, email filtering solutions, and network security measures
- 24/7, 365 monitoring across the firm's endpoints and network to proactively detect and respond to anomalies when they occur
- Extensive employee training on recognizing and responding to cyber threats
- Instituting a schedule of regular security audits to assess and improve the security posture

These measures significantly bolstered the accounting firm's defenses against future cyber threats. Client confidence was carefully restored, and the firm is now better prepared and informed about the importance of cybersecurity.

## CONCLUSION

The successful recovery and security overhaul KTI facilitated for the accounting firm demonstrated KTI's expertise in crisis management, technical proficiency, and commitment to client success. The firm engaged KTI for ongoing support, and work.

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# CASE STUDY 06 (SIX)

# MANAGEMENT, INTEGRATION AND PROCUREMENT



## BACKGROUND

Our client, a state-of-the-art 150,000 sq ft hospitality venue on the Las Vegas strip, was set to open 60 days after our initial engagement. This tight timeline necessitated the swift integration and testing of multiple systems to ensure seamless functionality for the launch.

## PROBLEM

The primary challenges that the KTI team were called in to resolve included:

- There was no clear strategy or designated ownership of the IT systems.
- Server hardware and core networking essential for hosting critical systems had not been chosen.
- IT management was needed to assist with vendor projects, integrations, and interfaces to neighboring hotels and casinos.
- No business continuity plan or cybersecurity strategy was in place.
- Various types of hardware and custom-designed software for the venue were experiencing compatibility and stability problems.

## SOLUTION

KTI appointed a senior resource as a fractional CIO to oversee IT strategy and ensure systems were operational before the venue's opening. A critical path for essential systems and services was established swiftly.

Utilizing strong vendor relationships, KTI secured priority product access. Within two weeks, they deployed an AzureStack HCI cluster, new core networking, an MDR, and a backup server with cloud replication.

Additionally, KTI supplied computer hardware to test game software, quickly identifying and resolving compatibility issues. New hardware was procured and operational within 48 hours, successfully bringing 104 driving bays online.

## RESULTS

Post deployment, the client engaged with KTI to manage the network and provide ongoing support to the facility, with many services provided:

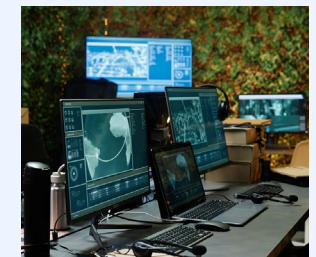
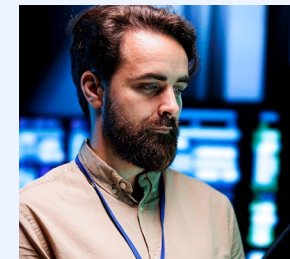
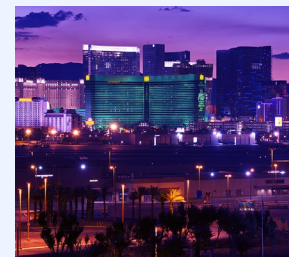
- A 24x7 cybersecurity team and MDR monitoring all endpoints
- Full network and endpoint monitoring and management
- Maintenance of proprietary system images for use in game booths with fully remote capabilities of performing system rebuilds
- A new data management strategy for different business units
- Ongoing fractional CIO services focused on organizational growth and scale

The client has now been able to enjoy focusing on working on the business, and benefits from a reliable and dependable systems, onsite support, and a clear technology roadmap.

## CONCLUSION

KTI specializes in tactical engagements to overcome challenging situations, dedicating ample time to thoroughly understand client needs. By leveraging extensive relationships and a skilled team, KTI secured the necessary technologies within extremely tight deadlines, crafting a remarkable success story.

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# CASE STUDY 07 (SEVEN)

# AZURE COST OPTIMIZATION

## BACKGROUND

Our client is a leading provider of innovative storage and logistics solutions, catering to a diverse range of industries. The company specializes in optimizing warehouse operations through cutting-edge technology and efficient storage systems. With a focus on maximizing space utilization, enhancing productivity, and ensuring safety, they offer a comprehensive suite of products and services including warehouse design, shelving and racking systems, material handling equipment, and inventory management solutions.

## PROBLEM

Our client was experiencing significant challenges in managing their Azure cloud costs effectively. Despite leveraging Azure's comprehensive cloud services to drive business innovation and efficiency, the client was facing unexpected and inflated expenses that are impacting their financial performance. There was no clear strategy or designated ownership of the IT systems.

- **Lack of Cost Visibility:** lacked detailed insights into usage and associated costs.
- **Unused and Underutilized Resources:** Resources that are no longer needed or are underutilized were often left running.
- **Inefficient Scaling:** Clients' scaling strategies did not efficiently match resource allocation with demand.

## SOLUTION

KTI performed a deep analysis of the client's Azure expenditure, identified cost gaps, and implemented effective cost optimization strategies.

In order to attain success, KTI implemented the following actions:

- Conduct a comprehensive audit of the client's Azure environment.
- Establish a baseline for current spending and resource utilization.
- Identify key cost drivers and areas of inefficiency.
- Implement rightsizing strategies to adjust resource allocations to actual demand.
- Analyze usage patterns to identify overprovisioned and underutilized resources.

- Evaluate potential benefits of reserved instances & other Azure discount programs.
- Assist in purchasing and managing reserved instances and hybrid use benefits.
- Use automation to shut down or scale down resources during off-peak hours.
- Adjust strategies based on evolving usage patterns and business needs.
- Stay updated with Azure's new features and pricing to leverage further savings.

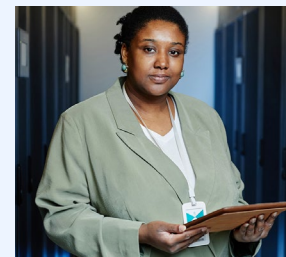
## RESULTS

KTI's services assisted the client in achieving the following:

- **Reduced Azure Costs:** Achieved a significant reduction in unnecessary expenses through effective rightsizing and optimization.
- **Enhanced Financial Predictability:** Improved the client's ability to forecast and budget for Azure costs accurately.
- **Sustained Cost Management:** Ensured continuous improvement and adaptation to new challenges and opportunities in Azure cost management.

## CONCLUSION

Through the implementation of these strategies, KTI Technologies successfully optimized the client's Azure costs, resulting in a substantial 32% reduction in overall expenditure. The client is extremely pleased and satisfied with the project's outcome. They are eager to reallocate the savings to other projects, reflecting their confidence in KTI's ability to deliver impactful cost-saving solutions. The client's positive experience underscores KTI's reputation for excellence and effectiveness in cost management.





CASE STUDIES



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