

# Managed Services Partnership Delivers Reliable, Cost-Effective 24x7x365 I.T. Support for Construction Company



## Quick Facts

### Industry

- Construction

### Challenges

- Previous managed services provider limited to helpdesk only
- Lack of in-house I.T. resources to handle day-to-day requirements
- Limited I.T. expertise to consult on leading edge technologies

### Solution

- NetGain Technologies' managed I.T. services program - *Technology OneSource™*

### Benefits

- Provides 24x7 expert I.T. support and consulting
- Eliminates need for in-house I.T. manager to be on-call 24x7
- Removes need for large, costly, in-house I.T. team, which is difficult to hire and maintain
- Allows business leadership to focus on growing their construction business rather than I.T. services

## Summary

Pine Bluff Sand and Gravel is a family-owned business focused on marine construction, and material production and sales throughout the Mid-South U.S. The company has a strong history of innovation, and quality going back more than a hundred years. Today, Pine Bluff continues that tradition with consistent materials, performance and safety. Pine Bluff Sand and Gravel provides:

- Crushed stone and riprap delivered by barge on the Mississippi River and tributaries,
- Marine construction and transportation,
- Commercial sand dredging,
- Ready mix concrete and hot mix asphalt.

Pine Bluff Sand and Gravel recognizes the value of vertical integration – they own the rock, the barges, and the equipment for their business operations. This gives the company complete control of each project - from beginning to end. This is one of the biggest benefits of working with Pine Bluff Sand and Gravel because customers enjoy smooth, streamlined service and no-surprise pricing.

## The Challenge

Pine Bluff Sand and Gravel had a managed services provider that only provided limited service - a helpdesk. The helpdesk partially relieved the burden on Pine Bluff's I.T. department; however, as Nathan Miller, I.T. Manager at Pine Bluff Sand and Gravel stated, "we still did not have sufficient I.T. staff to keep up with the day-to-day handling of I.T. requirements."

Further, Pine Bluff management desired to avoid adding internal I.T. staff to manage the daily support and increased expertise requirements. Instead, the company sought an I.T. services partner to fulfill all of their requirements in a predictable and cost-effective manner.

*"We did not have enough staff to keep up with the day-to-day handling of I.T. tasks and we needed a predictable, cost-effective solution."*

Nathan Miller  
I.T. Manager

*“NetGain managed services allow us to focus on our construction business and spend less time thinking about I.T., which adds value for our entire management team.”*

Drew Atkinson  
CFO

Contact NetGain Technologies  
Today to Learn How  
Managed I.T. Services can  
Transform Your Business!

## Requirements

Pine Bluff Sand and Gravel needed more than a simple helpdesk. They required additional expertise for a well-rounded I.T. department. Rather than spending time on daily end-user requests, or managing a team, or being on-call 24 hours a day, their internal I.T. manager needed to focus on solutions that would improve and grow Pine Bluff’s construction operation.

Therefore, the company required an I.T. services partner to extend and expand their in-house capability with broad technology expertise for I.T. projects and dependable ongoing managed services available 24x7x365 to support their infrastructure and employees.

## The Solution

When seeking a change, Pine Bluff Sand and Gravel turned to their trusted relationship built with NetGain Technologies. They were aware of the high caliber and technology breadth of NetGain’s large, managed services team because Pine Bluff’s in-house I.T. manager is a former NetGain team member.

Following a review of NetGain’s *Technology OneSource* managed services, Pine Bluff Sand and Gravel decided to engage NetGain.

## Today and Tomorrow

Today, Pine Bluff is working with NetGain on security solutions to mitigate risk and they have ongoing discussions for technology solutions that can assist Pine Bluff to achieve their strategic business goals. “NetGain managed services allows us to focus on our construction business and spend less time thinking about I.T., which adds value to all of our management team,” said Drew Atkinson, CFO at Pine Bluff Sand and Gravel.

## About NetGain Technologies

NetGain Technologies monitors, manages, and maintains the systems and networks for companies across the South Central U.S. – as their full- or part-time I.T. department. NetGain’s *OneSource* managed services allow companies to focus on business growth and success, secure in the knowledge that their I.T. infrastructure is always operational and serves their needs.

NetGain’s best-in-class managed services are delivered from a state-of-the-art network operations center, open 24x7x365. Staffed by 85 engineers and technicians who hold 250 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security. NetGain is headquartered in Lexington, KY, with local offices throughout the South and Central U.S.