



## Case Study

# ENGINEERING INDUSTRY

## PACE ENGINEERS, INC

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### Overview

**Industry:** Engineering

#### Customer Profile

PACE Engineers, Inc. is a Kirkland-based civil and structural engineering firm.

#### Business Situation

The firm is dependent on computer-aided design technology, and requires network reliability around the clock.

#### Solution

Eugene Burgy, IT Manager for PACE, uses ISOOutsource for everything from high-level strategizing to desktop support.

#### Benefits

PACE would use multiple consultants to get the same experience they get from ISOOutsource.

#### Situation

PACE Engineers, Inc. is growing by leaps and bounds. In just the last five years alone, this Kirkland-based civil- and structural-engineering firm has nearly doubled in size and was recently named one of the top 100 fastest growing businesses in the Pacific Northwest.

One might assume that a fully staffed IT department would be a necessity at such a fast-growing company – especially with its dependence on computer-aided design technology. Instead, the firm has found more benefit in employing an on-site IT Manager, and supplementing that person's work with ISOOutsource's Complete Support™ Service.

#### Solution

Working hand-in-hand with IT Manager Eugene Burgy for the last five years, the consultants at ISOOutsource have helped PACE with everything from high-level strategizing and the selection of new technologies, to network troubleshooting and desktop support.

Burgy affectionately refers to ISOOutsource as his "brain trust" and credits its consultants' speedy response and round-the-clock accessibility with much of his own success. "If anything gets too complicated, or if I ever have any questions, I just give them a call. It can be weekends, evenings, anytime, and I know I can get one of them on their cell phone. That's really what makes this work."

Even better, says Burgy, is the way the ISOOutsource team rallied on a tougher-than-anticipated office integration project. After acquiring another engineering firm in Oregon City, PACE was faced with upgrading the new firm's technology and integrating it with their own.

"It turned out to be a lot more work than we anticipated," Burgy recounts. "So the consultants and I worked all day, all night and into the early morning for multiple days getting the place ready. They worked way more hours than scheduled. That was probably the most impressive thing I've seen them do so far. I actually wrote a letter to the manager praising them for the work."

#### Result

Burgy was initially leery about outsourcing so much of his firm's technology-support needs; at the company where he worked previously, there had always been a full-time IT group on-site.

"IT needs are never planned; they always just kind of pop-up," said Burgy. "And to think of using an outside resource to handle those things, I just didn't know how well that would work."

What does he think of the arrangement now? "It's great. If we didn't have them, we'd either have to go with multiple consultants to get the same experience, or hire people – people who wouldn't be utilized much of the time."

Burgy also has high praise for the confidence the service instills. "We're completely dependent on technology. And it gives my company real peace of mind knowing that if I left tomorrow, this place wouldn't stop working."

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