SOLUTION BUILDERS®

CLIENT CASE STUDY
MANUFACTURING · 85 USERS

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Eliminated 100+ hours of monthly downtime after a complete IT overhaul.

A precision manufacturer with two Minnesota plants was losing a full work week of productivity every month to outages. Ninety days later the plant floor ran without interruption, tickets fell by more than half and the internal IT team got its evenings back.

100+
hours of downtime eliminated every month

60%
fewer support tickets within one quarter

90
days from kickoff to full transformation

AT A GLANCE

INDUSTRY
Discrete manufacturing

SIZE
85 users, 2 plants, 1 office

SERVICES
Co-Managed IT, infrastructure, security

TIMELINE
90 days, phased, no production stops

Published by Solution Builders · Bloomington, Minnesota · www.solutionbuilders.com Client details anonymized at the client's request

A plant that stopped every time the network did.

The company had grown from one plant to two on infrastructure built for a much smaller business. One in house IT generalist kept everything alive, but every outage pulled operators off the line and the same problems kept coming back.

THE CHALLENGE

Where the hours were going.

Aging servers and switches past end of life failed unpredictably, and a flat network meant a single fault in the office took the plant floor down with it.

The in house IT lead spent 80 percent of the week on break fix work, so patching, backups and documentation slipped. Nobody knew what would happen if the main file server died.

Leadership counted more than 100 hours of operator and office downtime per month, before the overtime needed to catch up on production.

STARTING POINT
14 servers, 2 past warranty, 1 flat network

BACKUPS
Nightly to a local NAS, never test restored

SECURITY
Consumer antivirus, no MFA, no monitoring

INTERNAL IT
One generalist, on call 24/7 by default

The co managed decision

Leadership wanted stability without a production stop, wanted to keep its IT lead, and wanted a fixed budget. So the company kept its IT lead as the owner of the plant systems and brought in Solution Builders for the help desk, engineering, 24/7 security operations and the project work.

The 90 day plan

DAYS 1 TO 15

Assess and stabilize

Discovery, monitoring on every device, emergency fixes and an immutable backup by day 10.

DAYS 16 TO 45

Rebuild the foundation

Segmented network, redundant core, host refresh and new firewall, cut over on weekends.

DAYS 46 TO 75

Secure and streamline

MFA, managed XDR with 24/7 response, email protection, patch automation, runbooks.

DAYS 76 TO 90

Hand off and optimize

Help desk fully live, ownership matrix finalized, quarterly roadmap set with leadership.

Ninety days later, the line stopped stopping.

The results showed up in the ticket queue first, then in the production reports, then in the budget. Here is what changed between the kickoff and the first quarterly review.

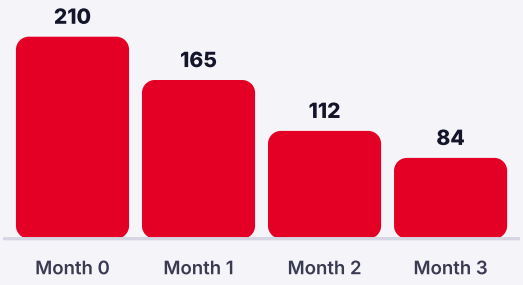
100+
hours of monthly downtime eliminated

60%
reduction in support tickets per month

0
unplanned production stops since go live

90
days to full transformation

Support tickets per month



Illustrative monthly ticket volume from the client environment, rounded.

Before and after

AREA	BEFORE	AFTER
Downtime	100+ hrs / month	Near zero
Backups	Local, untested	Immutable, tested quarterly
Security	Antivirus only	MFA, XDR, 24/7 SOC
Network	Flat, single core	Segmented, redundant
IT lead time	80% break fix	70% projects and strategy
IT spend	Unpredictable	Fixed monthly, planned refresh

> **Our IT lead used to be the person who got blamed for every outage. Now he is the person running our technology roadmap.**
>
> CHIEF OPERATING OFFICER, MANUFACTURING CLIENT

What made the difference

Monitoring and an immutable backup went in before anything else. Once the plant could survive a failure, the rebuild could happen on weekends without fear.

Figures reflect the client environment during the engagement and the first quarter after go live. Client details anonymized at the client's request.

Co managed IT, built on the RISE framework.

Solution Builders has partnered with Minnesota manufacturers since 1995. This engagement followed the framework we bring to every client: resilient foundations, integrated systems, 24/7 security and a roadmap that keeps evolving.

R

Resilient

Redundant network core, immutable backups and a tested recovery plan for the plant.

I

Integrated

A single managed platform for servers, network, Microsoft 365 and the plant systems.

S

Secure

MFA, managed XDR and a 24/7 security operations center watching every device.

E

Evolving

A quarterly roadmap that now includes automation and AI for the production office.

01

Infrastructure Readiness Snapshot

A 30 minute conversation about your plant, your outages and where the risk hides.

FREE · 30 MINUTES

02

Co-Managed IT Assessment

Two weeks on site and remote, ending with a scored report and a 90 day plan.

FIXED FEE · 2 WEEKS

03

Co-Managed IT Program

Help desk, engineering, 24/7 security and projects, your team keeps the wheel.

MONTHLY · ONGOING

Your plant should not stop when IT does.

Book a free readiness snapshot with a Solution Builders solution architect and find out what your 90 days could look like.

Book my readiness snapshot