RPG Complete*IT*

Schneider Geomatics

RPG Complete*T* partnered with Avatara

Schneider Geomatics is a third generation, family-owned firm founded in 1962 on the principles of high quality and excellent client service. Schneider has a large geographic footprint, serving the Midwest and Southeast with numerous regional offices throughout the area Midwest and East Coast providing surveying, sign design and development, site selection, UAS services, construction services, LiDAR and permitting services.

Schneider had many of the common pain points that our other engineering clients had before they decided to make the jump to CompleteCloud.

"I've watched my wife (and others) struggle accessing their corporate networks via VPN and truly appreciate the ease that CompleteCloud gives me to our network. I have experienced no downtime or lag and in the 3 weeks we've been working from home. In addition, access to the network has been without issue. **As someone who has always been a bit of a skeptic working in this fashion, count me as a convert.** I truly appreciate the flexibility we have to work in this fashion. Doubly so watching friends struggle day after day with more traditional IT configurations."

By the Numbers:

5 locations in different states

Over **100 employees**

50% are high-end CAD graphics users

30 Terabytes of data which previously cost thousands of dollars in back up costs annually

A **complex & expensive server** infrastructure needing to be refreshed.

With the CompleteCloud platform, businesses get the most secure, mobile, and supported IT solution on the market today.

⚠ Pain Points:

Most IT companies don't want to support engineering firms because they can be relatively complex with large storage concerns, remote users, multiple locations and a critical need of CAD applications. **However, businesses with these exact needs and circumstances make up over 50% of our client base.** Schneider Geomatics was experiencing many of the same pain points that Avatara is familiar with other companies having, additionally, they also found themselves in a unique position shortly after they became a client with the impact of the COVID-19 pandemic.

✓ CompleteCloud Solution:

Schneider Geomatics made their transition to CompleteCloud in December of 2019. Shortly after, in March of 2020, state and nationwide work from home restrictions were put in place to help fight the spread of COVID-19. For businesses that rely heavily on CAD, working from home can be extremely challenging due to the fact that most CAD stations are tethered to the office. As a result, being forced to work from home crippled hundreds of engineering and architecture firms without the ability to access these applications from home. That wasn't the case for Schneider Geomatics.

In less than a week, Schneider was able to transition every employee at every location to working from home. That included 50% of their employees that are graphics users who needed access at home and some of them from in the field. They were able to flawlessly make the shift to working from home because of the CompleteCloud platform.

- **CompleteCloud Infrastructure:** With all their servers and desktops moved offsite into secure SSAE type 2 Data Centers, every employee was able to securely access their virtual machines and data from home on their personal computers or work laptops.
- **Support:** Our support team was still there, 24x7, whenever they had questions or needed help in their new home offices (or kitchen tables, living room couches, or patios).
- **Productivity:** Chat, video, and file sharing applications helped employees to effectively communicate with one another despite being incredibly spread out.
- **Security:** Just because you're working from home doesn't mean you shouldn't remain compliant and secure. Schneider Geomatics was able to take their security envelope home and maintain security despite despite not being limited to their office's 4 walls.

🔒 Results:

Without CompleteCloud Schneider Geomatics would have been in dire straights. It was so impactful that Schneider's President said, **"If this had happened in December before we had you guys, we would have been dead in the water."**

The market is shifting to make workforces more mobile and not chained to the office. Not only does this improve employee productivity, but it also improves employee satisfaction. Unfortunately, most businesses today are incapable of making this shift and COVID-19 revealed the Achilles Heel of many businesses' IT solutions.