



# Enhancing Efficiency and Security in Construction

A Minneapolis Contractor's IT Transformation with Teal's Co-managed Solution

The team was used to solving complex construction challenges - designing intricate systems, meeting tight deadlines, and keeping projects on track. But behind the scenes, a silent struggle was growing.

Unseen IT problems were everywhere. Employees lost valuable time waiting for support that never came. Security gaps left sensitive project data exposed. And when they needed fast solutions, all they got was radio silence from their IT provider.

The breaking point came when a critical system failed, threatening to derail operations. Leadership knew they couldn't afford to let IT slow them down any longer. They needed a partner who understood their industry and the high stakes of construction.

That's when everything changed.

***Read on to discover how they turned IT chaos into a foundation for growth.***

## CLIENT PROFILE

The company is a design-build and mechanical construction company. They provide everything from plumbing, piping, HVAC, industrial ventilation, purity piping, electrical, design-build, service, insulation, and temperature controls.

With clients counting on them across the Midwest and 150 employees, they needed an IT partner who understood the unique demands of the construction industry.

## INDUSTRY CHALLENGES

The construction industry is highly mobile and time-sensitive, relying on cloud applications, mobile devices, and remote connectivity for smooth project execution. Companies must also navigate:



Security threats from phishing attacks, ransomware, and unauthorized access.



Compliance concerns for data protection and contract management.



Downtime that can delay projects and cost thousands.

## CHALLENGES FACED BY THE CLIENT

The company experienced significant challenges with its previous managed service provider, including unresolved IT issues and inadequate service delivery. These challenges led to inefficiencies and security vulnerabilities, which prompted their search for a more reliable and proactive IT provider.

After significant research, the leadership team selected Teal as its trusted co-managed IT service partner.



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## SOLUTION IMPLEMENTED

Teal took a strategic, industry-focused approach to revamp the company's IT infrastructure to ensure it could support the fast-paced construction operations without disruption.

To improve system security and reliability, the MSP restricted unauthorized software installations, strengthened server access controls, and implemented proactive IT management tools. Because construction teams frequently work on job sites and use mobile devices for real-time project updates, a mobile device management (MDM) solution was introduced.

Beyond technical upgrades, Teal empowered its employees to become the first line of defense against cyber threats. User training programs helped staff recognize phishing attempts, follow cybersecurity best practices, and adopt a security-first mindset.

Unlike some MSPs that operate behind closed doors, Teal invited collaboration, giving the company direct access to IT management tools and fostering a partnership-driven approach to problem-solving.

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*“They’re responsive. If I reach out, I know they’ve got it and will be getting back to me.”*

– Matt R., IT manager

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## RESULTS ACHIEVED

The partnership with Teal was a turning point. The IT that was once a frustrating bottleneck became a powerful driver of success. Over 15 lingering IT issues, some of which had plagued the company for months, were resolved in a matter of hours or days.

Downtime disappeared, workflows accelerated, and projects stayed on track. Instead of losing valuable time waiting for IT support, their teams could focus on building, innovating, and growing with confidence.

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*“Teal has been knocking everything out of the park with us.”*

– Matt R., IT manager

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But Teal’s impact went beyond fixing problems. It also protected the company’s future. Cybersecurity measures and expertise were integrated – without the financial strain of adding to its in-house IT team.

Employees working from job sites, offices, or anywhere in between could now access critical resources seamlessly, backed by an MDM platform that kept data protected. Meanwhile, IT leadership gained visibility and control, ensuring stability for the long haul.

By outsourcing its IT to a trusted partner, the company didn’t just reduce costs they gained the freedom to focus on what they do best: driving their business forward and building success.

## FUTURE-PROOFING CONSTRUCTION IT

Technology is the foundation of every successful project. System failures, security risks, and downtime can derail progress, drain resources, and hurt your bottom line without a proactive IT partner. This case study showcases that the right MSP isn't just a service provider, it's a strategic advantage.

By partnering with Teal, this construction company transformed its IT from a liability into a strength - which unlocked greater efficiency, stronger security, and cost-effective growth.



## ABOUT TEAL

At Teal, our mission is to enrich our clients' lives with exceptional technology and obsessive service. We deliver unrelenting IT services through remarkable diligence, unparalleled responsiveness, speed of execution, and vast expertise.

Our results-driven approach focuses on ROI and continuous process improvement, viewing technology through the lens of your business to ensure you achieve your strategic goals. We're proud to have built trusted partnerships with many construction clients over our 25+ years of service.



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