Mirazon®

Manufacturing, Warehousing, & Logistics Survival Guide

NO TIME FOR DOWNTIME

How to Reduce Risk,
Protect Production, and
Keep Operations on Track

www.mirazon.com | (502) 240-0404 | info@mirazon.com

We Know Downtime Hurts—Let's Make Sure You're Ready

In manufacturing, warehousing, and logistics (MWL), even five minutes of downtime can send operations into chaos. Lines stall, orders back up, and customers start calling. And your team? Scrambling to fix it while productivity grinds to a halt.

As a Managed Service Provider (MSP), we work with MWL organizations every day—and we've seen how easily a small issue can become a major operational disaster. That's why we've put together this guide: to help you take control before downtime takes over.

We're not here to scare you. We're here to help you build an environment that's **resilient, efficient, and ready for anything.**

The Real Cost of Downtime in MWL (And Why You Can't Ignore It)

Downtime doesn't just cause delays—it affects every part of your business:

Manufacturing

Machines stop. Production targets go unmet. Revenue drops.

Warehousing

Orders pile up, inventory becomes inaccurate, and shipments miss the dock.

Logistics

Dispatch stalls, tracking systems fail, and delivery windows get blown.

What Operational Managers Tell Us They're Worried About

If we've heard it once, we've heard it a dozen times. We talk to plant managers, ops directors, and IT leads in the MWL space all the time. Here's what keeps them up at night:

- **"What happens if our production system crashes during peak?"**
- **"Our old servers are limping along—how much longer do we have?"**
- **"What's our backup plan if we get hit with ransomware?"**
- **"Our network is flaky, and I can't afford another day of downtime."**
- **"We've got five different vendors and no one's talking to each other."**

Sound familiar? You're not alone—and we're here to fix that.

"57% of SMBs reported downtime costs of up to $100,000 per hour in 2024."

ITIC 2024 Hourly Cost of Downtime Survey, via Calyptix Security

The Root Causes of Downtime (That We See Every Week)

Problem Area	What It Looks Like	The Impact
Aging Infrastructure	Legacy servers, unsupported software, hardware failures	Random crashes, poor performance, security vulnerabilities
Cybersecurity Threats	Ransomware, phishing, unauthorized access	Locked systems, data loss, total shutdown
Lack of Monitoring	No visibility into network or system health	Issues go unnoticed until something breaks
No Recovery Plan	Backups aren't tested, no documented playbooks	Long recovery times, lost data, panicked response
Power/Connectivity Issues	Unstable networks, power surges, no backups	System-wide outages and productivity loss
Human Error	Misconfigurations, accidental deletions, skipped updates	Operational disruptions and data loss

Our 7-Part Strategy to Keep Your Operations Running

As your MSP/IT partner, here's how we help MWL orgs stay ahead of downtime:

1. We Build Preventive Maintenance Into Your IT Plan

We help you stay proactive—not reactive—with scheduled updates, patching, and lifecycle planning for your systems and devices.

2. We Modernize and Stabilize Your Infrastructure

No more holding your breath every time a server reboots. We help you upgrade smartly, implement redundancy, and protect your investments with built-in resilience (we'll talk Legacy Systems in a bit).

3. We Keep Watch—So You Don't Have To

From your network to your critical applications, we continuously monitor and alert on what matters most. Our team is on deck Monday through Friday, 7:30 AM to 6:00 PM, with emergency after-hours support available when you need it most. If something looks off, we act—before it turns into a crisis.

4. We Train Your Team (So Mistakes Don't Cost You)

We provide security awareness training, best practices for daily tech use, and guidance to help your team avoid preventable mishaps.

5. We Centralize and Simplify Your Tech Support

Tired of vendor ping-pong? We act as your single point of contact for IT support and strategy—streamlining communication and speeding up issue resolution.

6. We Fortify Your Cybersecurity

From layered protections (firewalls, antivirus, MFA, EDR) to immutable backups and recovery testing, we make sure cyberthreats don't derail your ops.

7. We Create and Test Your Disaster Recovery Plan

We help you plan for the worst—with a clear, step-by-step recovery roadmap. And we test it, too—so if something does go wrong, you're ready.

By combining proactive support, modern tools, and deep industry knowledge, we help MWL organizations stay resilient, productive, and prepared for whatever's next. You've got operations to run—we'll handle the tech that keeps them running smoothly.

BONUS WINS

Easy Fixes That Save You Headaches

The little things add up. A few smart tweaks today can prevent a major meltdown tomorrow. We'll help you spot those gaps and knock out the low-hanging fruit before they grow into real problems.

- Label everything (yes, even the Wi-Fi gear in the back room).
- Eliminate single points of failure in your network and storage setup.
- Set realistic KPIs for response and recovery times—and track them.
- Store backups securely, test them regularly, and make sure you can actually recover from them.

When Your Critical Equipment Runs on Legacy Systems

In manufacturing, it's common to find critical machinery still running on legacy operating systems—like Windows XP, Windows 7, or even Windows 95. It's not about preference; it's about necessity. These machines often still function and operate consistently, and the specialized software they rely on may not be compatible with newer platforms. Replacing that software—or the machinery itself—can cost thousands, if not millions.

That's why our role is to meet you where you are. Whether you need to keep that legacy system running safely and securely or start planning for an eventual upgrade, we're here to help you find the right balance between risk, budget, and operational needs. Here's how we do that:

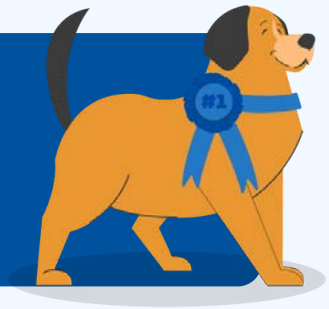
Network Segmentation (VLANs)	We isolate legacy devices from the broader environment, drastically reducing exposure to threats.
Strict Firewall Rules	We limit access so those systems only communicate with what they absolutely need to—nothing more.
Physical Disconnection	If the equipment doesn't need to be on the network, we recommend disconnecting it entirely.
Modernization Support	Where it makes sense, we can help you evaluate replacement paths, coordinate migrations, and transition to newer platforms—without disrupting production.
Tailored Planning	Whether the legacy OS is embedded in the machine or tied to an external workstation, we assess the setup and build a custom plan to support and protect it.

We're realistic: legacy systems can't be replaced overnight. But that doesn't mean they have to be a liability. With the right strategy in place, you can continue operating confidently—without putting your environment or compliance at risk.

BONUS

Compliance Bonus

If you're pursuing standards like CMMC, isolating and documenting your legacy systems can help keep you in compliance, even if modernization isn't an immediate option.



Legacy systems may not be ideal—but they're often essential. We'll help you secure them now, and make smart plans for the future.

Speaking of compliance...

Compliance Matters: Protecting All Your Systems

Compliance is a growing priority for manufacturing, warehousing, and logistics operations—especially for those working with government contracts or sensitive data. Frameworks like CMMC (Cybersecurity Maturity Model Certification), NIST 800-171, and similar standards are setting the bar for cybersecurity. Falling short isn't just risky—it can cost you contracts, revenue, and trust.

But here's the reality: most environments are a mix of modern systems and older, legacy equipment. Both need to be secured and documented to meet today's requirements, even if they're handled in different ways.

Our Approach to Compliance

We help you build a compliance strategy that accounts for everything—from the latest servers to decades-old equipment on the production floor.

1. Controlled System Separation

Whether it's a new server or a machine running Windows XP, we create secure zones for your critical systems. This prevents a single weak point from compromising the entire environment, while keeping necessary communications flowing.

2. Documented Controls

Compliance requires proof. We document your security measures, access policies, and network diagrams to show auditors that every system—modern or legacy—is accounted for and protected.

3. Compensating Controls for Legacy Systems

Older operating systems can't always meet today's patching or security requirements. We add extra layers of defense—firewalls, access rules, monitoring—to keep them secure and compliant.

4. End-to-End Visibility

We ensure both modern and legacy systems are continuously monitored and managed, so nothing falls through the cracks.

Why This Matters

Compliance isn't just red tape—it's a powerful framework for reducing risk and ensuring your operation is secure from threats. Modernizing where you can is ideal—but with smart strategies like segmentation, monitoring, and strong documentation, even your legacy systems can meet compliance expectations while still doing the work they were built for.

Here's the Bottom Line: Downtime Doesn't Have to Be Inevitable

Let's be honest—downtime isn't just frustrating, it's expensive. Every time your systems fail or your network goes down, it costs time, money, and trust. But here's the thing: with the right strategy, tools, and support in place, most downtime events can be predicted, prevented, or at the very least, resolved in minutes—not hours or days.

That's what we help our MWL clients do every single day.

We don't just wait for things to break—we build in the checks, balances, and proactive support that keep your operations moving. From smart infrastructure planning to round-the-clock monitoring and ironclad backup strategies, we help you get ahead of the problems before they happen.

You don't need to live in constant fear of IT failure. You need a partner who can help you build a stronger, more stable foundation—one that works as hard as your team does.

Let's Talk Downtime Prevention

Not sure where the risks are? We'll help you find them—and fix them.

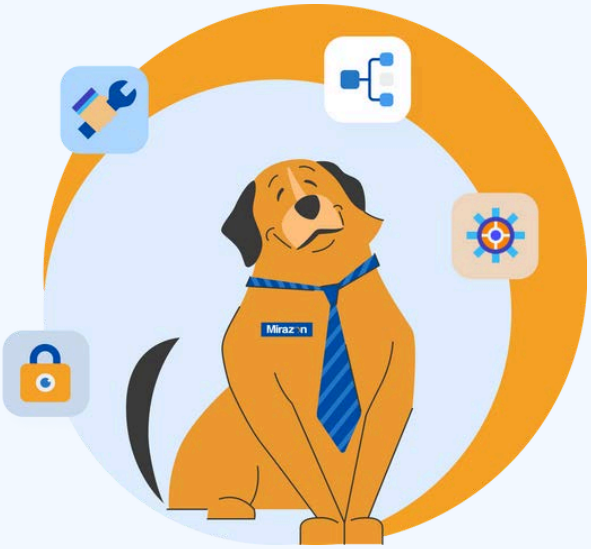
From quick assessments to full-scale IT strategies, we make it easier to prevent downtime before it disrupts your day.

Let's chat and **build a plan that keeps your operations moving.**

Mirazon®

mirazon.com
info@mirazon.com
(502) 240-0404

1640 Lyndon Farm Ct.
Suite 102
Louisville, KY 40223



Contact Us