

Mirazon Provides End-to-End IT Support for Construction Company

Mirazon supports a construction company with managed IT services, supporting technology needs from day-to-day operations to ongoing upgrades. Through responsive service and clear communication, Mirazon helps maintain a stable working environment while minimizing disruption for employees.

Client	Construction Company
Location	Kansas City, MO
Employees	51-200
Engagement	Jan 2017 - Ongoing
Services	Managed IT, Cybersecurity, Networking & Infrastructure

The Situation

The client is a construction company specializing in healthcare construction, primarily working on military facilities and FAA projects. With a strong focus on completing complex projects in demanding environments, the organization relies on stable and reliable technology to support its teams.

To support its ongoing IT needs, the company required a dependable partner to manage and maintain its technology environment. This included ensuring systems remained up to date, responsive to user needs, and capable of supporting employees without disruption.

With this in mind, the organization partnered with Mirazon to:

- Support all day-to-day IT needs
- Provide ongoing upgrades and maintenance
- Ensure a consistent and reliable working environment
- Deliver responsive support and clear communication



"Mirazon is our backup for everything."

The Solution

End-to-end IT support: Mirazon provides comprehensive managed IT services, serving as a reliable resource for all technology needs, from day-to-day support to ongoing system upgrades.

Reliable IT management: Acting as a trusted backup for everything IT-related, Mirazon helps maintain a stable environment that supports daily operations.

Responsive support & communication: Mirazon delivers timely support and maintains consistent communication through email and messaging apps, ensuring issues are addressed quickly and effectively.

Ongoing maintenance & upgrades: Mirazon keeps systems up to date, implementing upgrades in a way that minimizes disruption and allows employees to continue working without interruption.

Friendly, approachable partnership: Mirazon's friendly and easy-to-work-with approach creates a positive experience and strengthens the overall partnership.



The Results

Stable Work Environment & Seamless Operations

Employees are able to continue their work without interruption, with IT systems running in the background so effectively that upgrades and changes go largely unnoticed. This stability allows employees to continue working without disruption.

Timely Support & Consistent Responsiveness

Mirazon's quick response times and ability to consistently meet needs ensure that issues are addressed efficiently. This responsiveness helps keep day-to-day operations running smoothly.

Strong Communication & Positive Experience

Clear communication through email and messaging apps makes collaboration simple and effective. Combined with a friendly, approachable team, this creates a positive working relationship and a dependable partnership.