

# Managed Services Partnership Delivers Reliable, Cost Effective 24x7x365 IT Support for Construction Company



## The Facts

### Industry

- Construction

### Challenges

- Previous managed services provider limited to helpdesk only
- Lack of in-house IT resources to handle day-to-day requirements
- Limited IT expertise to consult on leading edge technologies

### Solution

- NetGain's Technology OneSource™ Managed IT Services

### Benefits

- Provides 24x7 expert IT support and consulting
- Eliminates need for in-house IT manager to be on-call 24x7
- Removes need for large, costly, in-house IT team, which is difficult to hire and maintain
- Allows business leadership to focus on growing their construction business rather than IT services

## About Pine Bluff Sand & Gravel

Pine Bluff Sand and Gravel is a family-owned business focused on marine construction and material production and sales throughout the Mid-South U.S. The company has a strong history of innovation and quality going back more than a hundred years. Today, Pine Bluff continues that tradition with consistent materials, performance, and safety. Pine Bluff Sand and Gravel provides:

- Crushed stone and riprap delivered by barge on the Mississippi River and tributaries
- Marine construction and transportation
- Commercial sand dredging
- Ready mix concrete and hot mix

Pine Bluff Sand and Gravel recognizes the value of vertical integration – they own the rock, the barges, and the equipment for their business operations. This gives the company complete control of each project – from beginning to end. This is one of the biggest benefits of working with Pine Bluff Sand and Gravel because customers enjoy smooth, streamlined service and no-surprise pricing.

## The Challenge

Pine Bluff Sand and Gravel had a managed services provider that only provided limited service – a helpdesk. The helpdesk partially relieved the burden on Pine Bluff's IT department; however, as Nathan Miller, IT manager at Pine Bluff Sand and Gravel stated, "We still did not have sufficient IT staff to keep up with the day-to-day handling of IT requirements."

Further, Pine Bluff management desired to avoid adding internal IT staff to manage the daily support and increased expertise requirements. Instead, the company sought an IT services partner to fulfill all of their requirements in a predictable and cost-effective manner.

**"We did not have enough staff to keep up with the day-to-day handling of IT tasks and we needed a predictable, cost-effective solution."**

Nathan Miller,  
IT Manager,  
Pine Bluff Sand and Gravel

## **The Solution**

Pine Bluff Sand and Gravel needed more than a simple helpdesk. They required additional expertise for a well- rounded IT department. Rather than spending time on daily end-user requests, or managing a team, or being on-call 24 hours a day, their internal IT manager needed to focus on solutions that would improve and grow Pine Bluff's construction operation.

Therefore, the company required an IT services partner to extend and expand their in-house capability with broad technology expertise for IT projects and dependable ongoing managed services available 24x7x365 to support their infrastructure and employees.

When seeking a change, Pine Bluff Sand and Gravel turned to their trusted relationship built with NetGain Technologies. They were aware of the high caliber and technology breadth of NetGain's large, managed services team because Pine Bluffs in-house IT manager is a former NetGain team member.

Following a review of NetGain's *TechnologyOneSource* managed services, Pine Bluff Sand and Gravel decided to engage NetGain.

## **Looking Forward**

Today, Pine Bluff is working with NetGain on security solutions to mitigate risk and they have ongoing discussions for technology solutions that can assist Pine Bluff to achieve their strategic business goals. "NetGain managed services allows us to focus on our construction business and spend less time thinking about IT, which adds value to all of our management team," said Drew Atkinson, CFO at Pine Bluff Sand and Gravel.

**"NetGain managed services allow us to focus on our construction business and spend less time thinking about IT, which adds value for our entire management team."**

Drew Atkinson  
CFO  
Pine Bluff Sand and Gravel

**Contact NetGain  
Technologies Today  
to Learn How  
Managed IT Services can  
Transform Your Business!**

## **About NetGain Technologies**

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.