



Using Computer Management Services Eliminates IT Stress

[Kirby Engineering](#) is a family owned and operated consulting and land development business that operates in Oregon, North and South Dakota. They offer a complete set of services that include consulting, civil and structural engineering, land surveying, site design and project management. Projects range from single and multi-family subdivisions, campgrounds, retail tenant improvements and commercial land development.

Kirby Engineering has been “offering small town values in a big customer service way for over 20 years”. However in that 20 years information technology has evolved and it has become increasingly difficult to manage ever-changing computer technology in their small business office.

Managing Computers Was a Major Business Stress

A significant stress factor for most small business owners according to Forbes¹, is that there is not enough time to do it all. Like many local businesses Kirby Engineering’s small staff manages many operational functions including bookkeeping, sales, customer service and computer management.

Valerie Kirby was in charge of keeping the computers and printers networked and running smoothly. Although she had experience managing computers in a small office, technology was changing so fast it was a challenge for her to keep up with all of the software and hardware upgrades, network configurations and threats to IT security. This meant that whenever there were computer-related problems she had to troubleshoot by trial and error, often resorting to time-consuming online searches to find answers to these technical issues.

“It was taking way too much time. We spent 10-20 hours on an indispensable computer that was running slow and had a virus. We could not figure out how to fix the problem and it was a really frustrating experience.”

*–Valerie Kirby,
Office Manager, Kirby Engineering*

Another time Valerie spent 25 hours struggling to upgrade to a new Microsoft® Office® suite. These hours of troubleshooting computer problems often happened in the evenings when Valerie would have preferred to spend time with her family. She knew she was spending way too much time trying to manage company computers and printers and not enough time on their core engineering business and it was a stressful situation.

Computer Systems Management Outsourced

“The helpdesk team use layman’s terms and everyday examples to help me understand what the issues are and how they are going to fix them.”

– Valerie Kirby

After spending frustrating hours on a critical computer issue that they could not solve, Kirby Engineering turned to [Superior Endeavors, Inc.](#) (SEI), a company that came highly recommended to them by a business associate. SEI is a managed IT service provider (MSP) that was able to troubleshoot and fix the computer issue quickly and Kirby Engineering was able to once again focus on their engineering business.

Working with SEI on this issue was a positive experience and Kirby Engineering learned they provided a service called [Protected Harbor® - Managed IT Services](#). This service provided planned maintenance, monitoring and security protection, and an IT technical helpdesk that they could contact 24 hours/seven days a week.

The owner’s computer is essential to operating the business. With a few calculations and their common sense Kirby Engineering quickly figured out that they could easily justify the affordable monthly cost to put the owner’s computer on this managed service program. Valerie did have some concerns about handing over the computer management to an IT management company, however she knew that this computer was critical to their businesses success. Her concern quickly changed to satisfaction when she experienced the professional and friendly IT help desk staff.

“In a small business managing IT is one of those stresses that you don’t fully realize you have until it is gone.”

– Valerie Kirby

Professional Managing Computer Services Eliminated IT Stress

Kirby Engineering was so pleased with Superior Endeavor's managed IT services that within a few months they decided to add a second computer. They were just about to buy anti-virus software for Valerie's computer when they realized SEI included it in their service plan. The positive experience they had with the first computer and the anti-virus software savings made it easy to add her computer to the plan. It was also very easy to scale up their computer management service when they got a third computer and added printer networking to the package.

Something unexpected happened when Kirby Engineering moved their IT management to Superior Endeavor's Protected Harbor IT Managed Service. Without the stress, time and need to be the first one in the office every morning to make sure all of the systems were working properly, Valerie has freed enough time to spend two hours each week volunteering at her son's school.

"Every person I talk to at the helpdesk is amazing! I just explain a little bit about the problem, they tell me what they plan to do to fix it and in a little while it is done!"

– Valerie Kirby

About Superior Endeavors, Inc

[Superior Endeavors, Inc.](http://www.superior-endeavors.com) (SEI) is a technology consulting and service provider serving clients in Minneapolis, Minnesota and Williston, North Dakota. SEI serve small and medium organizations and strives to earn the role of trusted advisor. SEI's specialty is technology infrastructures and clients consider Superior Endeavors their outsourced IT department. Find out more at:

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