

**Client:** MSPU- Nothing But Net

**Project:** Case Study 1

**Date:** May 15, 2007

## Nothing But NET Keeps Marsh Aviation Flying Managed Service Solutions Improve IT Reliability, Efficiency

### Challenge:

- Wanted to upgrade hardware and software
- Needed 24/7 system monitoring

### Solution:

- Hired Nothing But NET

### Results:

- Improved speed and reliability of all IT functions
- 24/7 maintenance reduces downtime

Marsh Aviation of Mesa, Arizona is one of the world's leading modifiers of utility aircraft. The company has performed engine conversions and upgrades for state and local government agencies, as well as the US Air Force. Marsh also manufactures support parts for airplanes and tools for aircraft ground support.

For years, Marsh Aviation and its 100 employees were able to get by with a part-time IT guy and a company intranet system, and through purchasing its own servers individually. But General Manager Ed Allen realized that this arrangement couldn't last much longer. "We were running the intranet separate from our accounting system, more for inter-company email and outside access to email and Internet, and it grew to be hard to maintain without expertise."

Several managed service providers were interviewed. "We liked what Nothing But NET could offer, primarily their ability to monitor our systems remotely," Allen said. "But they also suggested some upgrades which we've since implemented, and their costs were reasonable for all that we received in return."

In the first 18 months after entering into a service level agreement with Nothing But NET, Marsh Aviation has added a new server system, upgraded their software, and switched to terminal servers, which allowed them to reduce the number of computers in their company.

"They spent a lot of time transitioning us to the new servers, and they were very helpful in answering questions and making us comfortable with the system, and that was really needed and appreciated for a company like ours that doesn't have a full time IT person," Allen said.

How are things running at Marsh Aviation today? “Now our systems are operating with better speed and much higher reliability,” Allen said. “We are seldom down, almost never I would say, and it used to be an every other Monday occurrence after things piled up over the weekend. But when there’s a problem, the response time is always very good. We really find Nothing But NET very easy to work with, both their techs and their salespeople. That’s why we’re still with them.”