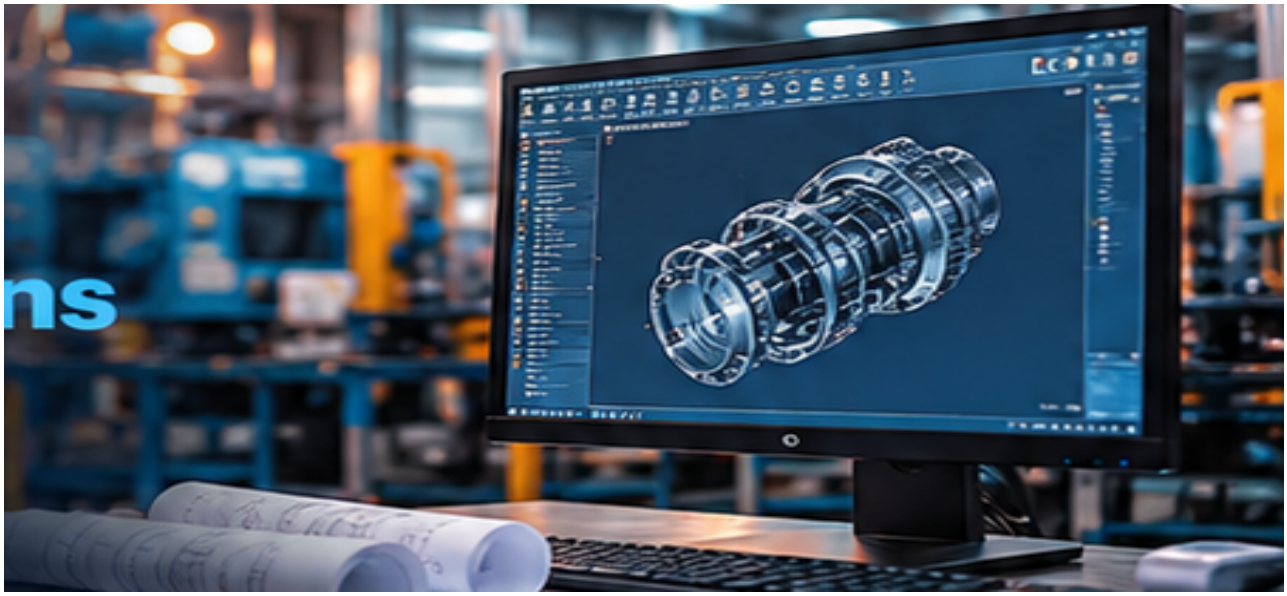
LEET SERVICES / CLIENT SUCCESS STORY

From Constant IT Problems to Years of Reliable Operations

How an electrical engineering and manufacturing business eliminated recurring IT disruptions, protected critical work, and scaled from roughly 50 to more than 110 employees.



INDUSTRY	CLIENT SINCE	TEAM GROWTH
Engineering & manufacturing	2019	~50 to 110+ employees

Results that mattered

• **Within approximately three months:** employee complaints about IT fell dramatically.

• **For years afterward:** no recurrence of the previously frequent CAD-file losses, manufacturing network failures, or emergency trips caused by those issues.

• **Through sustained growth:** support expanded from approximately 40 to more than 80 computers, without leadership having to manage day-to-day IT problems.

The challenge: technology was disrupting the business

Before Leet Services took over, there was no cohesive IT strategy. Engineers used slow VPN connections to open large CAD files from home or across company buildings. Dropped or unresponsive connections sometimes caused entire documents to be lost, and employees drove into the office because remote work was unreliable.

Manufacturing equipment suffered recurring connectivity problems. Staff could spend hours investigating line-down issues and sometimes needed to return after hours to restore operations. Outdated computers, unreliable printing, inadequate storage, missing server and workstation backups, and security concerns added to the daily disruption.

The solution: remove the underlying causes

Listen first, then modernize

Leet Services met with every computer user, documented their frustrations, and resolved immediate issues. A one-year replacement plan provided appropriately specified workstations for each role.

Reliable engineering access without traditional VPN

Egnyte replaced the problematic VPN-based file workflow, enabling secure access to engineering projects used in AutoCAD, SolidWorks, Altium, and OrCAD from different locations.

Manufacturing connectivity rebuilt

The team replaced network wiring and equipment, isolated manufacturing systems with VLANs, assigned static IPs, upgraded operating systems, replaced hard disks with SSDs, and kept cloned drives for faster hardware recovery.

Printing and support standardized

Printers moved to wired Ethernet with static addresses, and cloud print management standardized drivers and settings. Employees received straightforward support through phone, text, email, and a portal.

Backups and layered cybersecurity

A local backup appliance protected server data before file workloads moved to the cloud. The company added 24/7 endpoint and Microsoft 365 security monitoring, EDR, identity security, Microsoft 365 hardening, AI-based email protection, and local administrator controls.

Growth-ready employee onboarding

Management now completes a single onboarding form. Leet Services manages the technology setup, hand-delivers computers, and personally introduces new employees to their equipment.

The outcome: leadership can focus on the business

The company has grown to more than 110 employees, with Leet Services managing the planning, implementation, cybersecurity, support, and maintenance behind its technology. Leadership collaborates on strategy and budgets rather than fielding constant IT complaints. Crucially, the engineering and manufacturing problems that used to interrupt operations have not recurred for years.

> *“Within a few months of bringing Leet Services on board, the constant complaints about IT problems practically disappeared.”*
>
> **Paraphrased feedback from company leadership**

Your business should not have to work around its IT

Leet Services helps engineering and manufacturing organizations replace reactive IT support with dependable infrastructure, proactive cybersecurity, and hands-on service. **Schedule an IT consultation to discuss what is slowing your team down.**