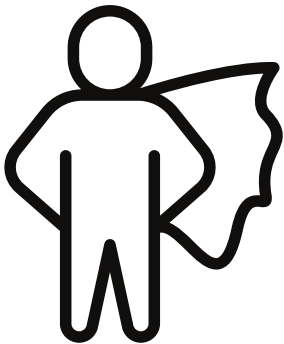# Case Study: Fluid Chillers

Remote IT

Advanced Computer Solutions

About ACS

Our Mission:

Businesses are less profitable and fail because of poor IT. We guide companies to be more competitive by eliminating IT downtime. Profitable and competitive businesses mean better opportunities for future generations and a stronger community.

Case Study: Remote IT Services

Fluid Chillers is a manufacturer of industrial chillers for medical, food, oil, and all process fluid cooling systems. Based in Lansing, Michigan, Fluid Chillers serves businesses worldwide. Customers include NASA, Exxon, 3m, and other international manufacturers. Fluid Chillers prides itself on creating superior chillers and providing the best service and support possible. As the fastest growing chiller/cooler company in the USA, Fluid Chillers is an industry leader.

When Fluid Chillers approached ACS, they suffered from a long list of IT ailments.

Backup

A security breach destroyed a large amount of Fluid Chillers data. Fluid Chillers could not rely on the backups that their IT service provider had implemented. The backups were not complete. These backups resulted in the loss of years worth of data.

Security

Before working with ACS, Fluid Chillers suffered a ransomware attack. This attack encrypted Fluid Chillers' data, making it useless. The data included important manufacturing documents and financial documents.
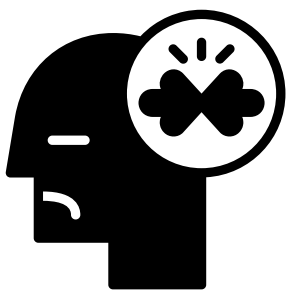
Downtime

The IT system at Fluid Chillers was not reliable. Software was unpatched, and devices were not managed or maintained. Also, it took days and sometimes weeks for the IT provider to respond to service requests. Downtime meant the Fluid Chillers team could not do their work for extended periods.

Hardware/Software

The IT system had out-of-date hardware.
Fluid Chillers also needed help in moving their IT system into modern IT solutions. Updates included out-of-date email systems and database systems.
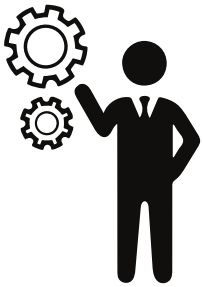
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The leadership at Fluid Chillers was suffering the pain of 'headaches' from their IT department.

Your IT provider should never cause headaches.

The leadership of Fluid Chillers approached ACS to review their IT situation and see if we could improve their IT solutions. Our ability to provide remote IT services and our reputation for providing quick, high-quality IT services meant that we could solve their problems and get Fluid Chillers back to business.

Utilizing the ACS Technology peace plan ACS guided Fluid Chillers to a solution.
ACS Technology Peace Plan
Step 1: Meet and discuss your IT issues
Step 2: Create and execute a custom IT Plan
Step 3: Confidence knowing that your IT needs are taken care of so you can grow your business.

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Implementing our Managed IT service Fluid Chillers saw the number of issues and downtime from issues begin to drop immediately.

Backup

A managed IT solution from ACS includes our backup service. Our backup service is a fully managed solution that backs up the data and stores it onsite for quick recovery and offsite for catastrophic failures. We also test the backup periodically to ensure that the backups are complete and successful.

Now Fluid Chillers data is fully protected from cyber criminals, mistakes, or other damage.

Security

The Managed IT solution we implemented for Fluid Chillers patches software and updates hardware. By patching and maintaining the IT system, we have reduced Fluid Chillers threat level.
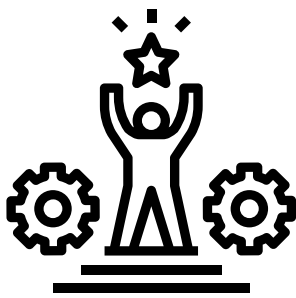
Downtime

The Managed IT solution means that the IT system at Fluid Chillers is actively maintained. This maintenance means that the systems run better and have less downtime.

Hardware/Software

Fluid Chillers invested in a new network infrastructure to solve its hardware and software problems. This investment means that the older firewall and switches have been replaced, older PC's have been replaced, and wireless access points have been replaced.

ACS also migrated Fluid Chillers into Microsoft 365 to update their productivity software.

This investment has increased the reliability and speed of the IT system

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"Since your company has taken over and improved virtually all aspects of our IT dept, we have improved in all areas; downtime, security, back up against attacks, and in pretty much all aspects of our computers (hardware and software)."

Tim Ayers (owner of Fluid Chillers)