

# Modernizing Emergency Services: A Case Study

*How Putukian Fire and Water Has Benefitted from their Relationship with 1080 Titan Technologies*



## Meet Putukian Fire and Water

While you hope to never need the kind of services that the team at Servpro company Putukian Fire and Water offers, it is important that these services are readily available when they are needed. Offering all-hours emergency services for both businesses and residences, Putukian Fire and Water tackles assorted issues associated with fire, smoke, and water damage, providing services like cleanup and restoration, mold abatement, biohazard cleanup, amongst others. As owner Peter Putukian puts it, “...we’re people you want to know, but don’t want to see.”

Of course, like any business, Putukian Fire and Water relies heavily on their technology, particularly as a means of documenting their processes. In fact, Peter has outright said that his business’ operations wouldn’t be possible if access to the business’ technology was to be cut off. VoIP, or Voice over Internet Protocol, serves as the basis of their business telephony.

## *Putukian Fire and Water was Once Decidedly “Old-School”*

Preferring written records and carbon-copied messages until relatively recently, it shouldn’t be much of a surprise that their computer systems were running the out-of-date and vulnerable Windows 7. In essence, their IT resource at the time was falling short of what the business required, despite Putukian Fire and Water seeking out an upgrade. Furthermore, they were overspending on their solutions.

Fortunately, Putukian’s wife became acquainted with 1080 Titan Technologies’ leadership at a Business Network International event.

## 1080 Titan Technologies Swiftly Made Various Improvements

In order to fix a variety of Putukian Fire and Water’s various issues, 1080 Titan took a few essential steps. Updating the emergency service provider’s entire network infrastructure and ensuring their team members had the technology and tools required to work effectively, 1080 Titan delivered on all promises they made.

For instance, remember how we mentioned Putukian Fire and Water was overspending on their business solutions? One example of this is the fact that they were spending almost \$800

every month for their server alone. 1080 Titan Technologies was able to provide the server—in addition to Internet services, firewall protection, remote monitoring and maintenance, Sophos Threat Locker, and email and domain services—for about \$100 less. Along with these improvements, 1080 Titan also implemented a PBX phone system and HP workstations and monitors, cloud storage and backup, and full workstation management, along with other key business solutions.

## With 1080 Titan's Guidance, Putukian Fire and Water Saw a Smooth Transition to Improved IT

The partnership between the emergency service provider and the managed service provider has led to benefits across the board. In addition to the improved efficiency that modernized IT introduced to the company's processes, security has seen significant improvements as well—which is good, as much of the information they regularly have to handle is private in nature.

These improvements have also allowed Putukian Fire and Water to keep more comprehensive records of their services to ensure that their customers are being treated the way they ought to be.



*We've definitely become more secure, with cybersecurity being important and having to have cyberthreat insurance, we're very much aware of that.*

— Peter Putukian, Owner of Putukian Fire and Water



### *Putukian Fire and Water Would Recommend 1080 Titan Technologies' Services*

Based on their experience with 1080 Titan Technologies' services, Putukian Fire and Water would "absolutely" recommend that a business seeking out assistance with their essential IT reach out to the managed service provider. If this describes your organization, don't hesitate to reach out to 1080 Titan Technologies at **(704) 997-9008** or by visiting **1080titan.com**

## 1080 Titan Technologies Swiftly Made Various Improvements

Having served businesses in North Carolina since 2002, 1080 Titan Technologies has the experience needed to provide the comprehensive technical support and IT services that modern organizations need.

Offering IT management, security, hardware, software, and data services (among others), 1080 Titan Technologies is a resource that a business can't afford not to have in its corner.



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