


# IT Consulting for Design & Engineering Company

## PROJECT DETAILS

 IT Consulting & SI

 Mar. - Apr. 2020

 \$200,000 to \$999,999

“*They definitely stepped up and brought the project together.*”

## PROJECT SUMMARY

To get a rundown hospital running during the COVID-19 pandemic, Andromeda Technology Solutions installed and programmed new hardware to establish a secure network infrastructure and set up WiFi.

## PROJECT FEEDBACK


Understanding the critical nature of the project, Andromeda Technology Solutions worked quickly to deliver a reliable solution; they assessed existing equipment, ordered new pieces, installed, and programmed the system in just three weeks. They met with the client daily to keep the project on track.



## The Client


Introduce your business and what you do there.

I'm the VP of a national design and engineering consulting company. We have practitioners across the country that consult on mechanical, electrical, architectural, structural, and design engineering.

 VP, Engineering and Technology Consulting Company

 Design

 501-1,000 Employees

 Santa Ana, California

## The Challenge

What challenge were you trying to address with Andromeda Technology Solutions?

We were working on a project to reactivate a hospital that had been closed for several months. Before the hospital closed, it was underfunded so it hadn't received necessary tech upgrades or support. We were hired to get the hospital up and running so it could take in COVID-19 patients.

As part of this project, we needed secure WiFi and a network that could support staff and patients. We brought in Andromeda Technology Solutions to build out the network, WiFi, and infrastructure so it could function well in a healthcare environment.

### CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0



## **The Approach**

### **What was the scope of their involvement?**

First, we went on-site to see what was already available. We found tons of old network and WiFi equipment. Andromeda Technology Solutions entered the serial numbers of the existing equipment to determine if we could still use it and get the network online. They assessed what was there, what was useful, and what could be supported going forward. Then they ordered new pieces, and once they were delivered, they installed and programmed everything so the system would work effectively. Then they monitored the system to make sure we knew what was going on within the system at all times.

### **What is the team composition?**

We worked with an account manager, their junior and senior technicians, a telephony account manager, a telephony project manager, and a few other account managers.

### **How did you come to work with Andromeda Technology Solutions?**

I've worked with them on other client engagements, so I knew about them and their capabilities. They're also very close to the facility we were working on for this project. When I called, they picked up and were ready to be on-site that day. I knew they were going to be responsive, quick to react, and nimble. Finally, they had enough staff members to get a big project like this done.

### **How much have you invested with them?**

We spent about \$700,000.

### **What is the status of this engagement?**

We started working together at the end of March 2020 and we wrapped up in April 2020.



## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

This project was mission-critical – the hospital needed to be able to check-in patients in a matter of weeks. On top of that, this facility needed to be reliable because it's supporting healthcare during the pandemic. Andromeda Technology Solutions understood the urgency of the project and were able to deliver and install a reliable solution in just three weeks.

### How did Andromeda Technology Solutions perform from a project management standpoint?

They were transparent about pricing and how long each phase of the project would take. We had daily touchpoints and larger weekly discussions with the project team. They participated in those meetings by updating us on their portion of the project.

### What did you find most impressive about them?

They were positive and energetic. This was a pretty big project, but they didn't skip a beat. They just wanted to focus on the project because they knew that this was part of a greater response to a national emergency. They definitely stepped up and brought the project together.

### Are there any areas they could improve?

There were a couple of changes along the way, so I would have appreciated it if they took the time to understand the big picture. They could also do a better job of communicating pricing and total cost with all stakeholders so there were no surprises.



## Do you have any advice for potential customers?

Get to know them as a company so you can have a better understanding of the products and services that they offer. Then thoroughly describe what you need. That can help you figure out what you need for your project and what holes they can help you fill.

