



Solutions & Success
The Inside Story

Derksen Plumbing & Heating Chooses 365 Technologies For **Incomparable Service**





Derksen Plumbing & Heating is a plumbing and HVAC contractor that works primarily in Winnipeg. Their staff of roughly 30 professionals offers expertise in Service, Residential New Home Construction, Commercial, Institutional, Multi-Family, and more.

"If it involves plumbing and HVAC, we do it," says Zach Derksen, Manager, Derksen Plumbing & Heating.



Why Derksen Plumbing & Heating Needs Expert IT Support

The staff at Derksen Plumbing & Heating know that IT is a critical part of what they do. The majority of tasks and communication are all done using varying types of software, which is involved in every single staff member's daily tasks.

"IT is at the heart of our company," says Zach. "If there are issues, the impact on our business is significant."

The fact is that, given how important IT is, in the event that something goes wrong, it can significantly disrupt their operations. When it's working right, technology can maximize their efficiency, but with that comes potential lost time and money when systems aren't operating properly.

That's why they've been working with third-party IT companies for years. Whenever they encounter a problem with their technology, they need to know they can call on an expert team to help.

The Problem

Prior to working with 365 Technologies, Derksen Plumbing & Heating encountered a major issue with their IT environment.

Their IT company at the time had failed to properly implement and maintain backup systems. When their primary systems failed, it resulted in extensive data loss.

"We had a significant data loss when the backup systems our previous IT company had in place all failed," says Zach.

The Solution

As recommended by colleagues in the industry, Derksen Plumbing & Heating decided to call 365 Technologies for help.

Our team immediately got to work to recover as much lost data as possible. Once we had completed the damage control, we deployed a robust and reliable backup system to ensure they would never encounter this issue again.

"Having 365 Technologies available to jump in and provide the knowledge and expertise to resolve the issue promptly is irreplaceable," says Zach. "We have been very happy with the service to date."

Why Derksen Plumbing & Heating Works With 365 Technologies

"The service is incomparable," says Zach. "The ease of submitting a request to the response times and the professionalism of the staff is above anyone else we have worked with."

This is why Derksen Plumbing & Heating continues to work with 365 Technologies to this day. Their staff knows they can rely on us to protect them against major data loss, and be available to help whenever they need it.