



From Legacy Circuits to Managed Cloud Collaboration

Company: Telecom Infrastructure

Location: Maryland

Industry: Media & Internet

Company Size: 135 Employees

Managed Service Client Since: 2025

Background

Headquartered in Maryland and operating as part of a publicly traded parent organization, the company delivers critical telecommunications infrastructure for government, military, commercial, and private-sector clients. Its capabilities span structured cabling, outside plant services, and operations technologies, supported by a broader family of specialized engineering and construction businesses. The organization is expanding through both organic growth and targeted acquisitions under a new CEO. In 2025, leadership transitioned away from its prior MSP, shifting end-user support, help desk, infrastructure services, and O365 licensing to Focus Technology.

Business Challenge

Aging communication systems and increasingly expensive legacy circuits were creating operational and financial risk across multiple offices. Frequent outages disrupted internal coordination and customer engagement, eroding productivity and confidence. Leadership needed clarity on how to stabilize communications, control rising costs, and protect the organization from further operational disruption.



Technical Challenge

The organization was experiencing regular outages across its communication environment, creating instability and disrupting daily operations. With no reliable support available to diagnose or resolve issues quickly, technical teams faced mounting risk, escalating downtime, and growing pressure to restore a dependable foundation for business-critical communications.

Financial Challenge

Rising costs from aging legacy circuits were straining budgets, while the organization prepared for a new phone system that needed to be predictable and cost-effective. Leadership faced mounting pressure to modernize communications in a financially responsible way. The organization needed a predictable monthly or annual billing model that could be financially balanced by retiring costly legacy circuit infrastructure.

The Outcome

By recommending Cisco Cloud Calling, integrated E911, modern soft phones and wireless headsets, Meraki PoE switching, full implementation services, and managed collaboration support, Focus Technology helped the organization move beyond an unreliable, circuit-bound phone system. The shift immediately stabilized daily operations and unlocked richer collaboration through seamless Microsoft Teams integration. Technically, the new cloud platform provides the scalability required for both organic expansion and acquisition-driven growth, with Focus delivering ongoing support to resolve issues quickly. Financially, the modernization is compelling, retiring costly legacy circuits and adopting predictable monthly or annual billing dramatically improves total cost of ownership with minimal upfront investment.

Why Focus Technology?

Focus Technology is an award-winning MSP and trusted IT partner for business, technical, and financial leaders. Our engineers evaluate emerging technologies and simplify complex environments, strengthening security and modernizing infrastructure. We deliver clear business, technical, and financial outcomes that help organizations operate confidently and remain competitive. Contact us today at **(617) 303-0480** or **marketing@focustsi.com** for a no-obligation consultation and discover how Focus can add measurable value to your business.