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Case Study — Commercial & Residential Construction

Building Better. The IT Foundation a Modern Construction Firm Deserves.

CLIENT SNAPSHOT

Company A people-driven builder with unwavering values | **Locations** Boston, MA & New York City, NY | **Industry** Commercial & Residential Construction | **Size** 51–200 Employees | **Client Since** 2026

Background

Headquartered in Boston with offices in New York City, this people focused construction management firm serves academic, automotive, grocery, hospitality, industrial, retail, and science & technology sectors. Trusted by nationally recognized brands and leading R&D organizations, they deliver exceptional results through deep collaboration and an unwavering commitment to their people.

Business Challenge

- Long-standing MSP no longer meeting evolving needs
- Gaps in IT management, security, and end user support
- Needed a strategic partner, not just a vendor swap

Technical Challenge

- Limited internal IT resources; heavy MSP dependency
- On-site resource departing, immediate coverage gap
- Poor visibility, weak reporting, no proactive consultation

Financial Challenge

- Mandate: best provider at best value
- Extending incumbent would increase costs with no improvement
- Needed consolidated, cost-effective program with measurable ROI

The Outcome

The evaluation was thorough and deliberate, leadership engaged stakeholders across disciplines and held the process to a high standard. Focus Technology rose to the challenge, delivering a superior managed service with broader capabilities, deeper expertise, and a model built to scale. A dedicated on-site resource five days per week ensured trusted, day-to-day support. Financially, the engagement delivered competitive pricing that honored the mandate to secure the best provider at the best value.

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.