

Nieto Technology Partners

From Break-Fix Bottleneck to Strategic IT Partner: How a Mid-Size Manufacturer Reclaimed 40% IT Capacity

Industry Industrial Mfg.	Revenue ~\$4M	Employees 60	Internal IT 3 staff	Engagement Flat monthly retainer
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THE CHALLENGE

Client operated three production shifts and relied on aging infrastructure that no one had time to modernize. Their three-person IT team—dedicated and capable—was consumed entirely by reactive support: password resets, printer failures, workstation crashes, and network outages.

With every hour spoken for, strategic initiatives sat idle. Leadership knew technology was falling behind but couldn't articulate the full scope—or the cost.

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PAIN POINTS IDENTIFIED

- ▶ IT team spent 80%+ of hours on break-fix tickets, leaving no runway for projects
- ▶ ERP system was 6 versions behind; no one had scheduled the upgrade
- ▶ Endpoint security software unlicensed on 14 of 47 workstations
- ▶ No documented backup or disaster recovery plan for production systems.
- ▶ Manufacturing floor running on an unsegmented network
- ▶ Critical vendor software renewals missed; 2 subscriptions lapsed
- ▶ No visibility into system health, uptime, or performance trends
- ▶ Server OS and hardware out of warranty

ENGAGEMENT TIMELINE

Weeks 1–4 Discovery	Full-stack technology assessment. Nieto conducted a comprehensive audit of infrastructure, endpoints, network architecture, security posture, and software stack. Delivered a prioritized remediation roadmap with cost and risk scoring for each item.
Months 2–3 Stabilize	Critical risk remediation. Patched security gaps, relicensed endpoints, segmented OT/IT networks on the production floor, and stood up automated backup and DR testing. Nieto absorbed tier-1 helpdesk tickets, freeing internal staff for higher-value work immediately. Employee cybersecurity training implemented.
Months 4–6 Modernize	Core systems upgrade. Coordinated ERP upgrade completed in a scheduled weekend window with minimal production disruption. Deployed RMM tooling for 24/7 system monitoring and proactive alerting. Consolidated 3 redundant SaaS subscriptions, saving \$14,400/year.
Months 7–12 Grow	Strategic roadmap execution. With day-to-day support handled, internal IT co-developed a 3-year technology roadmap with Nieto. Projects completed included a shop floor data collection system, automated reporting dashboards for operations managers, and a vendor management portal—all previously stalled for 18+ months.

RESULTS AT 12 MONTHS

40% Internal IT capacity freed from break-fix for strategic work	\$62K Annual savings from SaaS consolidation & avoided downtime	0 Security incidents post-remediation (vs. 2 the prior year)
99.7% Production system uptime after monitoring deployment	3 Stalled technology projects completed in year one	4.8× ROI on engagement fee vs. measurable cost savings

“We knew we were behind on technology, but we didn’t realize how exposed we were. Nieto came in, showed us exactly where we stood, and then actually fixed it—without disrupting our floor operations. Our IT team is finally working on things that move the business forward.”

— Director of Operations

WHY IT WORKED

Augmentation, not replacement

Nieto integrated alongside the existing IT team—absorbing reactive work and transferring knowledge—so internal staff felt supported rather than sidelined. The result: higher morale and a team finally working on meaningful projects.

Flat monthly fee = aligned incentives

Unlike hourly or project-based billing, the retainer model meant Nieto was motivated to prevent problems, not profit from them. Every improvement reduced future workload and increased client confidence.

Nieto Technology Partners · Staff Augmentation Case Study

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