Proactive Network Monitoring MSA for a Multisite Professional Services Firm

COMPANY SNAPSHOT

Industry: Public Accounting

A Texas-based full-service accounting and advisory firm with offices in Austin, Dallas, Fort Worth, and Houston. With more than 60 partners and over 500 employees, this firm is part of a global professional services network and operates in a high-compliance, always-on environment requiring secure and reliable connectivity across all locations.

THE CHALLENGE

The client was experiencing widespread network performance issues, which triggered internal complaints and impacted productivity. They lacked consistent visibility into site-level performance and needed help managing uptime across a large, multi-office network. Without dedicated monitoring, they were often unaware of access point or switch failures until it was too late.

THE WEAVER WAY

Weaver Technologies proposed a proactive monitoring solution backed by a Network Monitoring Managed Services Agreement (MSA). We applied a proven, data-driven approach using heat maps, analytics, and historical performance insights to identify weak points and enhance the network over time. Our longstanding relationship with the client allowed us to roll out the service with minimal disruption and full organizational trust.

PROJECT CAPABILITIES SHOWCASE

- Network Monitoring Services
- Proactive Alerting & Troubleshooting
- Heatmapping & Analytics
- SLA-based Managed Services
- Multisite Infrastructure Support
- Long-Term Client Relationship Management

"This engagement really shows the value of proactive monitoring. Instead of reacting to user complaints, our MSA gave the client complete visibility across their network — and the breathing room to plan improvements instead of just fighting fires."

Ryan Weaver
Solutions Architect
Weaver Technologies

WHY WEAVER?

Weaver had supported the client for years on various infrastructure initiatives. Our familiarity with their network, our track record of fast response, and our Texas-based support team made us the ideal choice to implement a lightweight MSA that would deliver high value without high overhead.

THE RIGHT IT SOLUTION

A Network Monitoring MSA was deployed across all client offices, providing 24/7 monitoring of devices and connectivity. The system included automated alerts for switch and access point failures, performance heatmaps for each location, and actionable recommendations to enhance network performance across the organization.

THE RIGHT TIME: EXECUTION

The monitoring solution was deployed with little disruption, and alerting was enabled almost immediately. Weaver worked closely with site IT contacts to calibrate thresholds, align alerting with team workflows, and identify persistent problem areas.
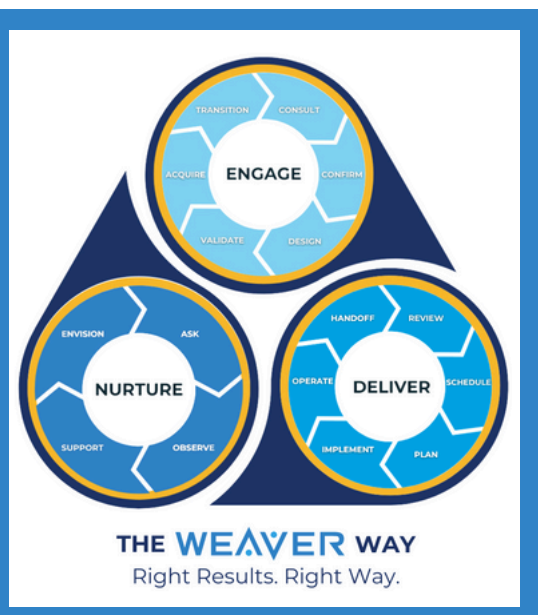
OUTCOMES

The deployment led to increased network uptime across all sites, with the IT team receiving proactive alerts before users experienced outages. Heatmap visibility helped uncover systemic pain points, allowing the organization to address issues more strategically. By reducing the need for manual troubleshooting, the solution freed up valuable IT staff time and provided peace of mind that the network was being continuously and proactively monitored.

Delivering Network Visibility and Uptime at Weaver Technologies

At Weaver Technologies, we help professional services firms reduce IT friction through proactive monitoring, trusted support, and efficient managed services. Our approach is built for organizations that demand uptime, security, and seamless connectivity across multiple offices.

We design lightweight, high-impact MSAs that combine 24/7 monitoring, real-time alerting, and strategic insight to eliminate blind spots and reduce fire drills. By aligning tools with internal workflows, we give IT teams the visibility and breathing room they need to operate with confidence.

Explore our capabilities at Weaver Technologies.

THE RIGHT REASON

At Weaver Technologies, we believe the right reason for any solution is to empower people—not just systems. By proactively monitoring the client's network and reducing the burden on internal IT staff, we helped create a more stable, responsive environment that allowed teams to focus on strategic initiatives rather than firefighting. For us, success isn't just measured in uptime—it's measured in the confidence and clarity we give our customers every day.

WHERE CAN THE RIGHT IT SOLUTION TAKE YOUR ORGANIZATION?

Unfold the possibilities with Weaver Technologies. As a comprehensive IT solutions provider, we partner with diverse industries, turning challenges into success stories.

LEARN MORE ABOUT OUR TRANSFORMATIONAL IT SOLUTIONS HERE!

The Right IT Solution

We focus on creating the Right Solution for our customers. You will never find us pushing unneeded products.

The Right Time

We believe the Right Time will reveal itself if we take a patient and deliberate approach. We don't believe in pushy tactics.

The Right Reason

We believe integrity is real, that it is valuable and it's all about doing things for the Right Reason – the only way we know how.

KEY BENEFITS

- **IMPROVED NETWORK UPTIME**
- **PROACTIVE ISSUE RESOLUTION**
- **DATA-DRIVEN VISIBILITY**
- **REDUCED IT BURDEN**
- **SCALABLE MONITORING FRAMEWORK**

WEAVER