



CASE STUDY · COMMERCIAL

# A multi-office accounting firm moves from reacting to outages to seeing them coming.

Network problems were surfacing as user complaints, with no clear view of site-level performance. A Weaver Network Monitoring MSA now alerts IT to failures before users feel them.



#### CUSTOMER

Accounting and Advisory Firm,  
Texas

#### INDUSTRY

Public Accounting and Professional Services

#### SERVICE

Weaver Network Monitoring MSA

#### LOCATIONS

Multiple offices across Texas

THE CHALLENGE

# Network problems users found first.

Based in Texas, the firm is a full-service accounting and advisory practice with multiple offices across the state. It is part of a global professional services network and operates in a high-compliance, always-on environment that requires secure, reliable connectivity at every location.

The firm was experiencing widespread network performance issues that triggered internal complaints and affected productivity. IT lacked consistent visibility into site-level performance and needed help managing uptime across a large, multi-office network.

Without dedicated monitoring, the team often did not know an access point or switch had failed until users were already affected.

THE STARTING POINT

## No visibility

No consistent view of performance at each site

## Multi-office

A large network spread across locations in Texas

## Reactive

Switch and access point failures discovered only after users felt them

THE APPROACH

# The Weaver Way: data first, then improvements.

Weaver proposed a proactive monitoring solution backed by a Network Monitoring Managed Services Agreement (MSA). The team applied a proven, data-driven approach using heat maps, analytics and historical performance insights to identify weak points and improve the network over time. Weaver’s longstanding relationship with the firm made it possible to roll out the service with minimal disruption and full organizational trust.

PROJECT CAPABILITIES

|                             |                                        |                                          |
|-----------------------------|----------------------------------------|------------------------------------------|
| Network monitoring services | Proactive alerting and troubleshooting | Heat mapping and analytics               |
| SLA-based managed services  | Multisite infrastructure support       | Long-term client relationship management |



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.

SOLUTIONS ARCHITECT · WEAVER TECHNOLOGIES

#### THE RIGHT IT SOLUTION

## Round-the-clock monitoring across every office.

Weaver deployed its Network Monitoring MSA across all of the firm's offices, combining people, process and monitoring tools into a single support layer.

#### MONITOR

##### 24/7 device and connectivity monitoring

Continuous monitoring of switches, access points and connectivity at every site.

#### ALERT

##### Automated failure alerts

Alerts for switch and access point failures reach IT before users experience an outage.

#### IMPROVE

##### Heat maps and recommendations

Performance heat maps for each location and actionable recommendations to strengthen the network.

#### THE RIGHT TIME

## Alerting live almost immediately.

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.

#### BEFORE

##### Reacting to complaints

- Failures found when users complained
- No consistent site-level visibility
- IT time spent on manual troubleshooting



#### AFTER

##### Proactive and in control

- IT alerted before users see an outage
- Heat maps for every location
- Data-driven plans for network improvements

## OUTCOMES

# Higher uptime and room to plan.

Network uptime increased across all sites, and IT is now alerted before users experience outages. Heat map visibility revealed systemic pain points, and less manual troubleshooting freed up IT staff time. With the network monitored proactively, the firm has greater transparency, faster response times and the confidence to plan network improvements strategically.

|                                     |                                   |                                          |
|-------------------------------------|-----------------------------------|------------------------------------------|
| ■ Increased uptime across all sites | ■ Alerts before users see outages | ■ Heat maps that reveal systemic issues  |
| ■ Less manual troubleshooting       | ■ Faster incident detection       | ■ Long-term network reliability strategy |

## THE RIGHT REASON

### Control without complexity

The firm needed a reliable, cost-effective way to regain control of a large, dispersed network. A lightweight MSA delivered high value without high overhead.

### A long-standing, Texas-based partner

Weaver had supported the firm for years. Familiarity with the network, fast response and a Texas-based support team made Weaver the natural choice.

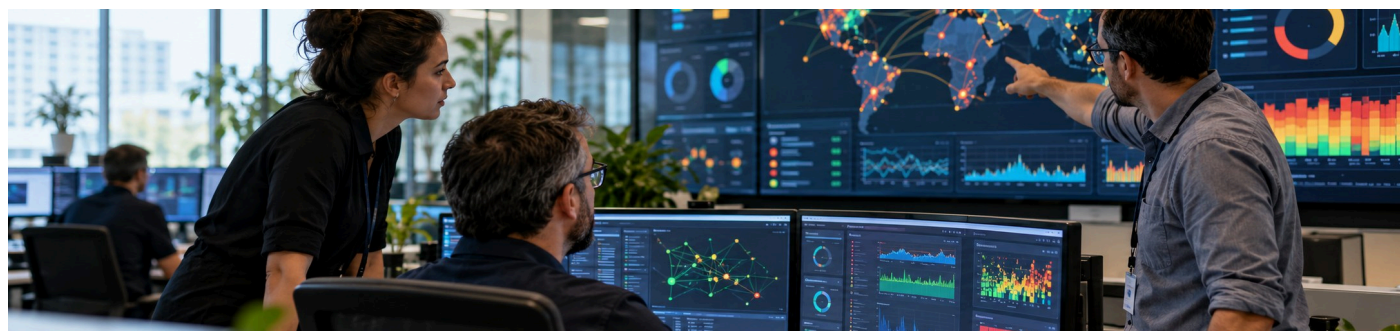
## A COMMON CHALLENGE IN PROFESSIONAL SERVICES

Multi-office firms depend on the network for every client engagement, yet many only learn about failures when staff complain. Proactive monitoring replaces guesswork with data and turns network management into planning instead of firefighting.

### Hearing about outages from your users first?

Weaver can review how your network is monitored today and show what proactive visibility would look like across your sites.

[sales@weavertech.us](mailto:sales@weavertech.us)  
(855) IT-WEAVER  
[weavertech.us](http://weavertech.us)



## ABOUT WEAVER

Dell Titanium Partner. Since 2006, Weaver has helped organizations build IT strategy and security so they can focus on their craft. We serve education, state and local government, healthcare and commercial customers across the U.S. and internationally.

# WEAVER

**Right IT Solution.  
Right Time. Right Reason.**