OLS SUCCESS STORY

DRIVING BUSINESS GROWTH WITH SCALABLE IT SOLUTIONS

How Holt Homes Traded Downtime for Scalable Growth with OLS Technology

RAPID EXPANSION EXPOSED THE LIMITS OF THEIR FORMER MSP

With rapid expansion across the region, Holt Homes outgrew the capabilities of their previous Managed Service Provider. As operations scaled, they experienced critical technology shortcomings that directly impacted their ability to maintain productivity and meet deadlines. Holt Homes needed a technology partner who could support a growing, distributed workforce and deliver reliable, strategic, and security-first IT leadership.

WHEN TECH CAN'T KEEP UP WITH BUSINESS GROWTH

Employees feel it. So does business. Every single day.

- **System Instability**: Frequent outages and painfully slow load times were disrupting daily operations. Remote teams especially struggled to use core applications reliably and to execute critical tasks.
- **Company-Wide Work Stoppages:** Unreliable technology was causing operational disruptions across departments.
- **Stalled Technology Initiatives:** IT leadership couldn't focus on critical initiatives like cybersecurity—they were stuck reacting to outages and support issues.
- **Employee Stress and Frustration**: Technology-related delays were creating high levels of stress for staff trying to meet performance goals.

THE OLS APPROACH

OLS Technology partnered with Holt Homes to turn a reactive IT environment into a reliable, growth-driven platform built for a distributed, expanding workforce.

- **Stakeholder Discovery:** We began by listening. Our team met with key Holt Homes stakeholders to understand their immediate challenges and long-term business goals.
- **Root Cause Analysis:** Our top engineers and consultants conducted a deep-dive assessment, identifying the root causes of the ongoing outages and slowness.
- **Targeted Remediation:** We implemented a comprehensive plan that included:
  - ✓ Rebuilding and reconfiguring core servers
  - ✓ Upgrading firewall and access issues
  - ✓ Upgrading interconnectivity across systems
  - ✓ Right-sizing licensing and infrastructure
  - ✓ Implementing strategic hardware upgrades
- **Cybersecurity Enhancements:** We conducted a cybersecurity review and deployed upgraded tools and protocols to strengthen Holt Home's defenses without slowing down their business.

"The biggest win has been the lack of business interruptions. Our systems are stable, our people are productive, and we feel confident knowing that OLS has our back."

Megan Rogers, Director Strategic Integration – IT

TRANSFORMING IT FROM A LIABILITY TO A STRATEGIC ASSET

- ✓ **Stabilized Remote Connectivity:** Field staff can now work efficiently without system crashes or delays, keeping projects on schedule.
- ✓ **Reduced Downtime:** Business interruptions have been virtually eliminated.
- ✓ **Empowered Staff:** Employees feel less stressed and more supported, with reliable systems that let them focus on their work, not tech.
- ✓ **Faster Issue Resolution:** When problems do arise, Holt Homes staff reports quick, effective support from the OLS team.
- ✓ **A Trusted Partnership:** Holt Homes now sees technology as a strategic growth enabler, not an obstacle.

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OLS: TECHNOLOGY

PREDICTABLE. EFFICIENT. SAFE. IT that's more than tech—it's fuel for growth.

OLS Technology helps Pacific Northwest SMBs grow with managed IT and cybersecurity built for the real world. We focus on what matters most to your teams and your bottom line: predictable pricing, reliable tech and uptime, smarter workflows, and secure data and communication.