



NovaTech leverages managed IT service **to focus on their core business.**

The Challenge

NovaTech, headquartered in Central Virginia, provides high-end engineering and manufacturing services to the nuclear, defense, and industrial markets. Their team of engineers, scientists, and designers gives their clients access to specialty expertise across a range of design and engineering disciplines.

Despite their advanced technical focus, they still found it challenging to invest time into troubleshooting IT problems instead of delivering solutions to their customers.

“We didn’t really have dedicated IT support before onboarding E-N Computers,” said Jonathan F., Security Manager at NovaTech. “It was a challenge to get short and long-term solutions implemented in a timely manner without dedicated expert support.”

At the time, NovaTech had one employee who helped with IT in addition to their primary responsibility as an engineer, and one part-time contractor. This meant that changing technology requirements could not be addressed in a timely manner, as billable client work took precedence. As a result, a major server upgrade was postponed for months due to competing priorities within the company.

“Obviously we were a little behind the power curve meeting security requirements, hardware standards, and the like,” said Jonathan. “We just didn’t have the time to get things in motion.”

Case Study



“ENC is a very easy organization to work with and they have assisted with implementing procedures and processes that have greatly improved our IT operations.”

Jonathan F.
Security Manager
NovaTech

The Solution

NovaTech considered hiring a full-time IT person, but quickly realized that they would need more support than a single hire could provide.

“We saw the value that ENC provided through a whole team of experts, and the support and responsiveness they could provide. That level of expertise outweighed what we could do with just one individual,” said Jonathan.

The E-N Computers team got to work quickly to reinforce NovaTech’s network and provide front-line support for their employees. The projects team planned and executed the postponed server upgrade project with efficiency.

In addition, E-N Computers began helping NovaTech to strengthen their cybersecurity posture and work toward compliance with ever-evolving government regulations. This helped the company to maintain its competitive advantage in a changing marketplace. “ENC has helped us move much further down the road toward cybersecurity compliance,” said Jonathan, “and has been instrumental in making sure we are on our way to being certified.”

As a result of their partnership with E-N Computers, the staff at NovaTech are able to turn their focus back to core business operations and client support. The entire NovaTech team has benefited from better performance, less downtime, and responsive support provided by ENC.

“Regardless of what the issue is, it seems like there’s always somebody at ENC who knows how to solve it,” said Jonathan.
“ENC does a good job at bringing the right people to bear to tackle the toughest problems.”



E-N Computers provides friendly and responsive support and comprehensive IT strategy, allowing clients to focus on what matters most to them.

Case Study

Results



Better Infrastructure

“Once ENC came on and their team applied maximum effort toward our priorities, we were able to very quickly get new servers in place, support structures in place, and a whole host of upgraded IT capability through their specialized experience.”



Improved Efficiency

“One of the biggest challenges for us was trying to balance our incoming work with internal IT support. [With E-N Computers,] we were able to put more time towards providing quick and intelligent service to our clients.”



Friendly and Responsive Support

“Even though ENC has many different customers, they do a good job making sure we feel like we are the priority.”