

Client: MSPU- Nothing But Net  
Project: Case Study 2  
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## Nothing But NET Offers Dircks IT Stability, Efficiency Managed Service Solutions Provider Helps Network Administrator Adjust to New System

### Challenge:

- Wanted to upgrade hardware and software
- Needed 24/7 system monitoring

### Solution:

- Hired Nothing But NET

### Results:

- Improved speed and reliability of all IT functions
- 24/7 remote maintenance reduces downtime

Dircks is a full-service moving company that specializes in the transportation and storage of household goods, computerized equipment, office and industrial equipment and other commodities.

Brothers Rick and Chip Dircks founded Dircks in May of 1990. The company has steadily grown from 1990 revenues of \$1.5 million to revenues of more than \$13 million. Dircks is now the largest moving company in the Phoenix, Arizona metropolitan area, and one of the top 10 agents for Allied Van Lines in the United States. Dircks is now the largest moving company in the Phoenix metropolitan area and is also among the top 10 agents for Allied Van Lines in the United States.

Like any other type of business, a secure and reliable IT network is a necessity for efficiently serving customers. That's why Dircks turned to Nothing But NET, a premier network service provider offering expertise in a wide range of technical skills, including vendor certifications, IT infrastructure management, planning and security.

Between 40 and 50 Dircks employees are on their computers every day, and they have come to rely on Nothing But NET to make certain their network is performing up to expectations. "They worked with the administrator to set up the servers, the firewall, the network connectivity, IT addresses, everything. It was all in place before I got here," said Network Administrator Ron Kebe, who joined Dircks after Nothing But NET had completed its work.

"In the first six months of being with the company I didn't have access internally to a lot of information about how things were set up," Kebe recalls. "Being new here I looked to

Nothing But NET for a lot of the answers on how the system was set up. Their cooperation has made my job much easier.”

As with all of its clients, Dircks was able to design a service level agreement that best suits their business requirements. With Nothing But NET offering an all encompassing IT service provider solution, Dircks was able to focus on what they do best – moving their clients efficiently and safely.

“They monitor our systems remotely and can take care of any problems right away,” Kebe said. “If there’s a situation where they need to be onsite, we usually get someone from Nothing But NET at our office in 30-60 minutes. And any time there’s work that has to be done they always clearly explain what’s going on. I appreciate the time they take to do that.”