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Your Partner in Technology

Ken Linstead Architects

Guided by principal Ken Linsteadt, the San Francisco-based firm Ken Linsteadt Architects focuses primarily on custom residential design. Ken has been practicing architecture for more than 20 years and has apprenticed with such luminaries as Philip Johnson in New York, and Skidmore Owings and Merrill in San Francisco. He opened his own practice in 1998.

CHALLENGE

Tech Strategy Group began working with Linsteadt in 2009, when the company had about 18 employees and was unhappy with its day-to-day IT operations. Antiquated servers and desktop workstations weren't robust enough to run the sophisticated CAD programs used in the office, which resulted in frustrating constant slowdowns for staff. Email wasn't hosted on-site, which meant a call to the previous IT company each time a new employee started. But most importantly, the office was moving geographic locations. During the transition, it needed to minimize the disruption during office hours and stay connected to clients by email 24/7.

SOLUTION

After analyzing Linsteadt's existing IT system, TSG conducted an overhaul of the hardware and software, including upgrading the servers from Windows 2003 to 2008 and modernizing workstations so they could handle the demands of sophisticated design software packages. Preparations for the moves – Linsteadt has moved twice since TSG began working with them – were handled with military precision, despite changing deadlines. TSG set up the T1 lines and coordinated the server moves. "Our move in date kept changing since we were at the mercy of the construction schedule," says Linsteadt. "TSG consulted with our electrician, telephone and Internet providers before and during installation to ensure our downtime was kept to a minimum." Disruption was minimized so it occurred only over a weekend, with email access maintained throughout the time.

BENEFITS

Due to TSG's guidance, Linsteadt and his team now have design tools that operate reliably and efficiently. Complaints about day-to-day issues have dropped significantly. Hosting email on-site makes it easy to add new employees – the office team is now up to 25 – and set up new email aliases for clients or projects. Should another move be required, TSG will be there to help.