

Eliminating Daily IT Chaos and Building for the Future

The Challenge

When Reactive IT Support Holds You Back

Electro Core had IT support. They answered the phone, fixed problems, and kept things running—somewhat. But “running” and “running well” are two different things.

Every server reboot was a crisis. SQL databases required manual intervention to restart. Custom applications built over the years worked well enough for today but created tomorrow’s problems. The owner knew these homegrown systems would eventually prevent a successful exit or transition. Meanwhile, CMMC compliance loomed on the horizon with no clear path forward.

Their IT provider’s approach was simple: wait for something to break, then fix it. But in manufacturing, “break-fix” means broken production lines.

The Daily Reality

- **Planned maintenance resulting in downtime:** Simple server reboots meant hours of manual service restarts
- **Recurring issues never truly resolved:** The same problems surfaced monthly, with the same temporary fixes

- **Custom applications trapped institutional knowledge:** Only a few people understood the homegrown systems
- **Strategic planning was impossible:** Too busy fighting today’s fires to prepare for tomorrow
- **Growth meant more complexity:** Every new contract added more workarounds instead of scalable solutions

The breaking point came after another outage caused by a reboot that turned into hours of downtime while their IT provider manually restarted services—again.

The Solution

From Reactive to Strategic Partnership

Electro Core didn’t need another IT provider—they needed a technology partner who understood manufacturing and could see beyond the next service ticket. They needed:

- **Immediate stabilization** by automating service dependencies, implementing proper monitoring, and creating maintenance procedures to maintain uptime
- **Proactive protection** through predictive alerts and redundancy planning as well as system optimization based on manufacturing schedules
- **Strategic roadmapping**, introducing a budget-friendly, phased approach for updates
- **A CMMC compliance pathway**, performing a gap analysis against current requirements, prioritizing implementation, and documenting systems to satisfy auditors

The Implementation

Building Trust Through Consistency

Changing IT providers isn’t just about technology—it’s about rebuilding trust in your support system.



NOC takes care of us. We had a license managing server for our SolidWorks program that our engineers use daily, go down. NOC realized it was down, called us, and had a tech in route before we ever knew it was down.

*Doug H.
Schwoeppe Machine and Tool*



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The Results

Eight Months of Silent Success

- **Zero** critical incidents in 8 months
- **100% successful** maintenance windows
- **4 hours to 15 minutes:** Server reboot time reduction
- **90% reduction** in emergency support calls
- **First steps** toward CMMC compliance completed

What Eight Months of Stability Means

- Production runs without IT-related interruptions
- Maintenance happens when scheduled, ends when scheduled
- Leadership focuses on growth, not on handling IT problems
- Confidence to pursue larger contracts requiring compliance
- Options for the company's future instead of technology traps

The Partnership Advantage

What makes NOC Technology different isn't our technical skills—plenty of providers can restart SQL services. The difference is in our approach:

Your Typical IT Provider:

- Waits for your call
- Fixes immediate problems only
- Sends invoice
- Repeats next month

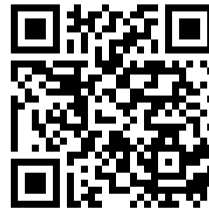
A True Technology Partner:

- Prevents problems before they occur
- Addresses root causes
- Plans for your future
- Helps you grow

Ready for IT that Just Works?

Electro Core spent years accepting IT problems as inevitable. In eight months, they discovered what happens when technology supports the business instead of constraining it.

Your manufacturing business deserves better than break-fix IT support. You deserve a partner who understands where you're going, not just where you've been.



**Schedule a
FREE consultation
with our experts.**

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talk-to-an-expert](https://noctechnology.com/talk-to-an-expert)

THE TRANSFORMATION STORY AT A GLANCE

Before: Custom applications were a liability hiding in plain sight.

After: Clear modernization plan with preserved business logic.

Before: CMMC compliance seemed impossible.

After: Structured pathway with milestones and budget.

Before: Succession planning stalled on technology unknowns.

After: Technology portfolio ready for due diligence.

CULTURAL SHIFT

The biggest change wasn't technical—it was psychological. Electro Core's team went from dreading IT issues to forgetting that IT systems exist.

ABOUT NOC TECHNOLOGY

We transform manufacturing IT from a necessary evil into a competitive advantage.

Established in 2009, NOC Technology is a leading managed support provider (MSP) providing quality IT support for St. Louis, MO and beyond. We serve as an extension of our client's staff, providing 24x7 security monitoring and unlimited remote support with direct access to our IT experts.



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