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NamiQ

CASE STUDY

IT for a growing Austin firm

Case study · architecture, 8 to 10 people, growing

Case study

An architecture practice in Austin, Texas, eight to ten people and growing, needed one place to send the team and a way to know its backup was working. What we delivered, the four decisions behind the backup, and the record as at 29 October 2026.

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FACTS AS OF	29 October 2026	VERSION	1.0
CLIENT	Architecture firm, Austin, Texas, 8 to 10 people	SINCE	September 2026

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Companion article: namiq.io/insights/case-study-it-for-an-austin-architecture-firm

The bottom line

> *Eight to ten people got one place to send every request, a faster and filtered network, work from anywhere, and every shared drive copied each night to a disk the firm owns, with an alarm that rings when the copy goes quiet. The part worth copying is not the equipment. It is four decisions about the backup, and the habit of asking who would know if it stopped.*

The figures, as at 29 October 2026

Figure	What it is
12 days	From the firm's first message (5 September) to its accepted quotation (17 September).
About 2x	Wireless speed, before and after the new network went live on 21 September. Reported by the engineer who did the work; not yet taken from a ticket.
About a quarter	Share of what the network filter sees that is ads and risky sites, now filtered. Reported by the engineer who did the work; not yet taken from a ticket.
19 of 19	Backup jobs complete in the latest nightly run: 10 shared drives and 9 personal drives.
About 17 minutes	The median of four nightly runs on record (16.5, 16.8, 16.9 and 18.5 minutes), 26 to 29 October.
26 hours	The longest silence the backup monitor tolerates before it opens a ticket by itself.
30 days	How long a file deleted from a shared drive stays in the copy.
10 requests	Raised through the help desk since 17 September: 3 laptop setups, 2 Wi-Fi and network, 1 Google account, 1 software, 1 question, 2 not yet sorted.

The speed and filter figures are the engineer's. The rest are read from our CRM, help desk and backup monitor. The firm is not named, at its request. The nightly figures are completion figures: they show the copies run and report. They do not show that a file has been restored from them.

A practice of eight to ten people, working in design software and shared files, does not need an IT department. It needs the work one does, done by people who answer the same day: a network that keeps up, laptops that work anywhere, files that are safe on the day something goes wrong, and one place to ask.

This is the story of one such firm, an architecture practice in Austin, Texas that has been our client since September 2026 and is still growing. It is written for the owner of a small firm deciding whether to hand IT to someone, and for the person who has been doing it on the side. It is the first of our IT client stories, so it says plainly what it does not show.

The short version

- Twelve days from the firm's first message to its accepted quotation: 5 September to 17 September. The first help-desk request, a laptop setup, came the same day.
- The new network went live on 21 September. By the engineer's measure the wireless runs at about twice the speed, and ads and risky sites, about a quarter of what the filter sees, are filtered out.
- Staff can work from anywhere as they would at the desk, and we support a laptop remotely. Every existing laptop was audited: inventory, antivirus on and verified, disk encryption confirmed.
- The nightly copy covers 10 shared drives and 9 personal drives, 19 jobs, over a terabyte. The four nights on record, 26 to 29 October, each completed all 19 jobs in about 17 minutes.
- If the copy goes quiet for 26 hours, a ticket opens by itself.

What to take from this case

- One place to ask, with a number on every reply. Everything day to day goes to one portal. Each request gets a ticket number and every reply carries it with a link back, so nothing lives in a personal inbox.
- A second copy on a disk the firm owns. Then its files depend neither on one cloud provider nor on the firm that looks after its IT.
- Staff can read the copy and cannot change it. A copy that anyone can edit is a second place to lose work.
- Silence is the alarm. Each run reports success, and a night that goes quiet for 26 hours opens a ticket without anyone remembering to look.
- One ticket per outage. An alert that repeats every hour gets filtered, and then it is not an alert.

The situation

A practice of eight to ten people that runs on design software and shared files. Its network came from the internet provider, its files lived in one cloud service, and IT was something members of the firm handled alongside their own work.

The firm wanted two things. One place to send the team first for everything day to day, and a way to know if its nightly backup ever stopped working. The second is the one most small firms do not ask for until a backup has already failed silently.

What we delivered

Two pieces of work, one for the people at their desks and one for the people who are not.

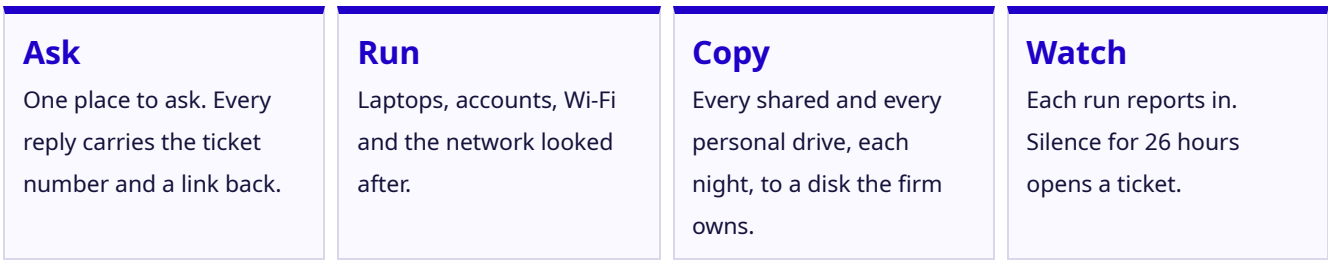
- A faster, quieter network, live on 21 September. About twice the wireless speed. Ads and risky sites filtered, about a quarter of what the filter sees. Bandwidth monitored, so people stay safe without the distraction. A separate fast network for machines that stay near the access point.
- Work anywhere, kept safe. Remote work as at the desk, and remote support, so a laptop is fixed without a drive across town. A device audit of every existing laptop. Endpoint protection on every machine. Google Drive copied nightly to a disk on the firm's own premises. Licence management for the design software, floating and named-user. Incident observation: someone is watching, and a silent backup opens a ticket by itself.

The speed and filter figures are the engineer's, reported on 29 October 2026, and have not yet been taken from a ticket. We print them with that attribution and will replace them with the recorded before and after.

What we run for it, day to day

- Ask. A request raised in the portal gets a ticket number, and every reply carries it with a link back. Ten requests have come through since 17 September: three laptop setups, two on Wi-Fi and the network, one Google account, one software install, one question, and two not yet sorted.
- Run. Laptops installed and set up, Google Workspace accounts and settings administered, the network and Wi-Fi looked after, the licences kept straight.
- Copy. Every shared drive and every person's own drive copied each night to a disk the firm owns, on its own network, and kept for 30 days.
- Watch. Each run reports in. A missing report is the alarm.

Figure 1. The four jobs we run for the firm.



Four decisions behind the backup, and why

The backup is where the choices mattered most, because it is the part nobody sees until the day it is needed.

- The copy lives on a disk the firm owns. Its files then depend neither on one cloud provider nor on us. If either went away, the copy would still be there, on its own network.
- Staff can read the copy and cannot change it. Browsing is read-only and gives no command line. A copy that anyone can edit is a second place to lose work.
- Silence is the alarm, not the error email. A backup that fails loudly is the easy case. The one that matters is the power cut, the unmounted disk, the job someone switched off, none of which send anything. Each run reports success, and a missing report is what raises the alert.
- One ticket per outage, not one per hour. An alert that repeats every hour gets filtered, and then it is not an alert. The monitor opens one ticket and stays quiet until it is resolved and a good run arrives.

> *A system that only reports failures is indistinguishable from a system that is working, for months, until someone asks for a file.*

Figure 2. The backup in one picture.

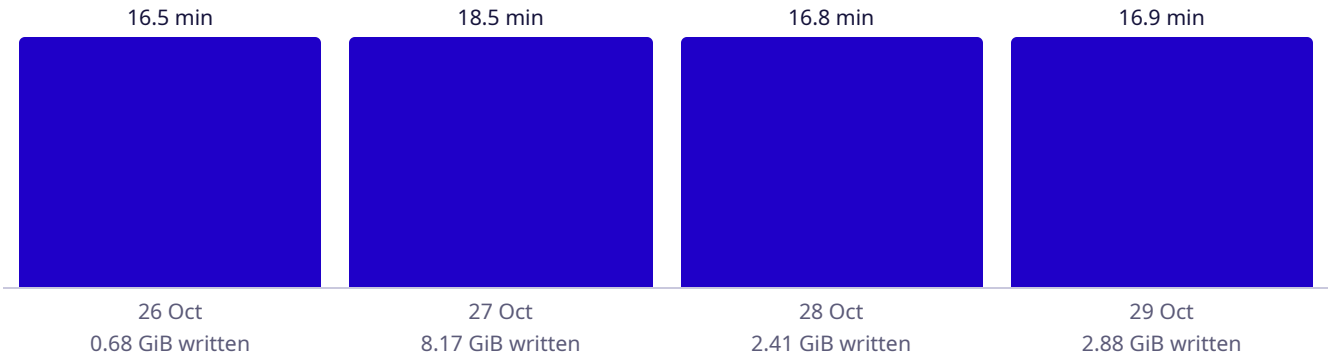


The record, as at 29 October 2026

The first full copy started on the evening of 23 October and ran over the weekend. Since then, the four nights on record (26, 27, 28 and 29 October) took 16.5, 18.5, 16.8 and 16.9 minutes and each

completed all 19 jobs. The second night wrote more new data than the others, 8.2 GiB against between 0.7 and 2.9, because a run copies only what changed.

Figure 3. The four nightly runs on record, 26 to 29 October 2026: minutes each run took.



Each run completed all 19 jobs. The second night wrote more new data than the others because a run copies only what changed. These are completion figures: they show the copies run and report, not that a file has been restored from them.

What this does not show

- A copy, not a mirror. A file deleted from a shared drive stays in the copy for 30 days, and then goes.
- Completion, not restoration. The record shows the copies run and report. It does not show that a file has been restored from them, and we do not claim it.
- Targets, not guarantees. The help desk's response and resolution targets are written into its service policies. They are targets for how we work, not a promise about any one request.
- One firm. A practice of eight to ten people is one data point about a service we run, not a rate.

If you are the owner of a firm like this

Put these six questions to whoever looks after your IT today, and write down what they say. A good answer is specific and can be shown. If any answer is "I would have to check", that is where a review starts. The guide Setting Up IT for a Small Firm has the restore test, an inventory sheet and the rest of the questions.

Six questions to put to your own provider

Ask	A good answer sounds like	A warning sign sounds like
Where is the second copy of our shared files, and who owns the disk it is on?	A named place and a named owner, and it is not the same cloud account as the originals.	I would have to check.
Who can change or delete the copy?	Staff can read it, named administrators can change it, and a deleted file stays for a stated number of days.	Anyone with the login.

Who would know within a day if it stopped, and how?	Each run reports in, and a missing report opens a ticket by itself.	We would get an email if it failed.
How many alerts does one outage make?	One ticket, until it is resolved and a good run arrives.	One an hour, so we filter them.
If I need help this afternoon, where does the team send the request?	One place, and every reply carries a ticket number and a link back.	Call whoever you know.
When did you last restore a file in front of us?	A date, a file and the time it took.	The backups ran last night.

Appendix 1. Timeline

Date	Event
5 September 2026	The firm's first message reaches us, on a referral.
12 September 2026	We open the written quotation.
17 September 2026	The firm accepts it. Its first help-desk request, a laptop setup, arrives the same day.
18 September 2026	Two service policies are set up in the help desk: one for laptop installs and one for everyday IT.
21 September 2026	The new network goes live.
23 October 2026	The backup appliance is installed on the firm's network and the first full copy starts that evening, running over the weekend.
26 to 29 October 2026	Four nightly runs are on record. Each reports all 19 jobs complete.

Appendix 2. What a firm should be able to say after the first month

- There is one place the whole team sends a request, and every reply carries a ticket number and a link back.
- The wireless network is fast where people sit, and ads and risky sites are filtered.
- People can work from anywhere as they would at the desk, and we can support a laptop without going to it.
- Every existing laptop has been audited, with antivirus on and disk encryption confirmed.

- Every shared drive and every person's own drive is copied each night to a disk the firm owns, and staff can read the copy and not change it.
- A night that goes quiet for 26 hours opens a ticket without anyone remembering to look.

Sources

- Our CRM, help desk and backup monitor, read on 29 October 2026 (counts and timings only, no names); speed and filter figures as reported by the engineer on the job: https://namiq.io/case/it-small-firm