datacate⁴

CASE STUDY SERIES

April 2021

Solace Enterprise Takes Care Of Business With Datacate Cloud, WiFi

Solace Enterprises, Inc. - full-service commercial HVAC and energy solutions

In This Edition -

Datacate's VP Ed LaFrance speaks with Gary Shurtz of Solace Enterprises, a full-service commercial HVAC and energy solutions provider. Ed and Gary discuss how Solace Enterprises utilizes Datacate's cloud computing and wireless PTP services to manage their business IT.

![datacate⁴ logo]

Gary Shurtz, COO of Solace Enterprises

Welcome, and thank you for reading Datacate's case study series! In each edition, we speak with a Datacate client to learn about their business, and how they utilize technology solutions from Datacate to solve problems and deliver services to their clients.

In this case study, Ed LaFrance speaks with Gary Shurtz of Solace Enterprises. Ed and Gary discuss how Solace Enterprises utilizes Datacate's virtualized office technology and Internet connectivity for business-wide IT functions.

Ed: Hello, Tell us a bit about you. What is your role at Solace Enterprises?

Gary: I'm one of the owners of Solace Enterprises. I began working in HVAC about five years ago. My education is in social sciences, but I've found that working in heating and air conditioning has offered more opportunities for advancement. My uncle had started the business, and within a few months, I had joined the team. Currently, I serve as the COO of Solace and manage all of the daily operations.

Ed: What is Solace Enterprises' market opportunity - what products and services do you offer to your clients??

Gary: Solace Enterprises is a full-range heating and cooling company. We have both a construction department and a service department, so we can build out new HVAC systems from the ground up and service existing installations. Our focus is the commercial side of the business. We've just launched a new division for commercial solar installations with complete design, engineering, and build services.

Ed: Datacate provides your company with virtualized office technology (virtual desktops & servers) and wireless point-to-point internet connectivity. What role do those services play in your operations?

Gary: When we were planning the move into our new location, we inquired with our ISP and learned that it would take months to get service at the new building. Internet connectivity is critical to our

operations, so that would not work for us. Datacate provided a wireless point-to-point Internet solution in a fraction of the time, and the service quality has been excellent. The virtual desktops and servers from Datacate provide us with anywhere-access to our data, applications, and computer desktops. Datacate's solutions have provided us with a secure environment to store and access our data and supply a problem-free environment for all of our staff, wherever they may be.

Ed: What are the specific needs and challenges that Solace Enterprises has for its virtualized office technology and Internet connectivity? What are the critical factors?

Gary: On any given day, we have people working in our office, in our warehouse, and remotely, either from home or at the site of a new build or service call. The work-from-anywhere solution from Datacate means that everyone can access needed applications and files no matter where they are. We had a previous provider that offered a similar solution, but there were limitations in access and quality of service issues that created daily challenges. We've experienced none of that with Datacate.

Ed: How does Datacate uniquely address Solace Enterprises, Inc.'s technology needs?

Gary: Datacate addressed the limitations that we were dealing with in using our other providers and rolled things out quickly. They took the lead on implementing services and migrating us over, so we did not have to worry about it. Their commitment to excellent support and the freedom they've afforded us with their environment has eliminated so many of the blockers that we dealt with in the past.

Ed: For how long has Solace Enterprises, Inc. been using Datacate for Internet services? For virtualized office technology?

Gary: We've been using their Internet service for about two years and the virtualized desktops and servers for more than a year.

Ed: What has been your overall experience with Datacate as Solace Enterprises, Inc.'s service provider?

Gary: We've had no significant issues. Overall it's been a massive improvement over our previous provider's service, with better network performance and superior support response times.

Ed: How would you rate the quality of service and support that Solace Enterprises, Inc. receives from Datacate?

Gary: On a scale of one to ten, I'd give Datacate no less than a nine. Their responsiveness to support requests and the quality and dependability of their service are all superior.

Ed: How would you rate the overall value of the services that Solace Enterprises, Inc. receives from Datacate?

Gary: They are very competitive and offer great value. Datacate's pricing is comparable to our previous provider, but the service that we receive for our dollar is much, much better.

Ed: How has Datacate's performance compared with other vendors that Solace Enterprises, Inc. has used?

Gary: For both our Internet service and our virtual desktop and servers, their service has been superior. The Internet connectivity solution has been more reliable than the big-box ISP connection we had at our previous location.

Ed: What kind of end-user experience feedback does Solace Enterprises, Inc. get from its clients regarding the services that it delivers via Datacate's technology services?

Gary: The majority of our use of these services is "back office," so it's not exposed to our clients. However, we do monitor and manage some of our client equipment and controls remotely, and the high quality of Datacate's Internet service means that we are always able to do that for our clients in a timely way.

Ed: Would you / have you recommended Datacate's services to colleagues and associates?

Gary: We absolutely would recommend Datacate if the opportunity arose.

Ed: Any closing thoughts or additional comments?

Gary: Not that I can think of, other than that Datacate's dependability and responsiveness have been a gamechanger for our business IT.

For more information about Solace Enterprises' services:

SOLACE
ENTERPRISES
COMMERCIAL HEAT, AIR & ENERGY SOLUTIONS

3034 Gold Canal Drive, Suite B
Rancho Cordova, CA 95670
Phone 916.463.0100
info@solace-ent.com
https://solace-ent.com

Datacate, Inc. | 2999 Gold Canal Dr | Rancho Cordova, CA 95670 | 916.526.0737 | 855.722.2656 | info@datacate.net | www.datacate.net

4