CALKRI | CONSTRUCTION

From Week-Long Outages to Under 10 Minutes

How a multi-site construction company replaced reactive IT with a resilient technology strategy.

~$60M	100	5	<10 min
annual revenue	users	offices	later outage

The Issue

A growing construction company in the northeastern United States was operating on aging technology that had become a business risk. Critical systems were concentrated in one location, backups were tape-based, email was running on a legacy platform, and the network contained multiple single points of failure.

A single failure could disrupt the company for more than a week.

On two separate occasions, the company's primary firewall failed completely. Replacement equipment took about a week to arrive, followed by roughly two more days to rebuild and configure it. Server failures, connectivity problems, inconsistent software licensing, fragmented user accounts, and security concerns added to the risk.

Why It Mattered

- Operations depended too heavily on individual pieces of aging hardware.
- Recovery was measured in days rather than minutes.
- A legacy email system was later compromised through a known security vulnerability.
- Technology spending was reactive, making failures expensive and difficult to budget.
- The business had limited flexibility if the primary office became unavailable.

The Decision

This was not a server replacement project. Calkri worked with executive leadership to create a phased modernization plan focused on resilience, security, business continuity, predictable spending, and long-term client ownership.

THE FIX

A Three-Year Modernization Strategy

Modernize in stages, reduce disruption, and build each phase on a stronger foundation.

YEAR 1

Build resilience

Consolidated aging servers, added redundancy and secondary-site recovery, replaced the single firewall with a redundant design, and centralized user identities.

YEAR 2

Modernize security and collaboration

Moved the organization to Microsoft 365 after the legacy email security incident, standardized identities, introduced single sign-on and multi-factor authentication, and corrected software licensing practices.

YEAR 3

Move primary systems to the cloud

Shifted the primary infrastructure to Microsoft Azure, reducing dependence on the physical offices and avoiding another major cycle of on-premises hardware investment.

Built Around the Business

- Worked directly with the CFO to align technology spending with a five-year roadmap and budget.
- Negotiated with vendors and planned purchases before aging systems became emergencies.
- Created secure remote-work capability before it was urgently needed.
- Automated software installation and licensing on company-owned devices.
- Documented the environment so an internal administrator could eventually operate it without permanent consultant dependency.

A real-world licensing test came almost immediately.

About one month after Calkri corrected the company's Microsoft licensing model, Microsoft initiated an audit. Because the licensing and documentation had already been standardized, the company provided the required records immediately. Microsoft completed its review in approximately one week and confirmed compliance.

THE PROOF

The Architecture Was Tested by Real Events

The transformation mattered because the business could keep operating when things went wrong.

More than a week became less than 10 minutes.

During a later power-related event, one of the company's firewalls became corrupted. Instead of waiting days for replacement equipment and rebuilding the system, the redundant architecture automatically took over. Users experienced less than 10 minutes of downtime.

Business Continuity During COVID-19

When COVID-19 forced offices to close, the company's systems administrator contacted Calkri to confirm whether the existing environment could support secure remote work. Calkri reviewed the architecture and documentation with the administrator and confirmed that the required capabilities were already in place.

Employees were working from home the same day.

The company did not need an emergency technology project, a rushed remote-access deployment, or weakened security controls. Business continuity had already been built into the environment.

Measured Business Impact

- **Downtime:** A failure scenario that once caused more than a week of disruption later resulted in less than 10 minutes of user downtime.
- **Remote work:** The organization shifted employees to secure work-from-home operations the same day during COVID-19.
- **Licensing:** Microsoft confirmed compliance after reviewing the standardized licensing records.
- **Support cost:** The company reduced ongoing technology support costs by approximately $30,000-$40,000 per year after the environment became stable and manageable internally.
- **Planning:** Technology spending moved from emergency replacement decisions to a five-year roadmap aligned with financial planning.

THE OUTCOME

From Reactive IT to a Business Capability

The end state was not simply newer technology. It was a more resilient and governable operating model.

>1 week	<10 min	$30K-$40K	same day
prior disruption	later disruption	annual support savings	remote-work transition

Executive Outcome

A roughly $60 million construction company moved from aging, failure-prone infrastructure to a secure, cloud-enabled operating model designed to withstand outages, support remote work, control cost, and remain manageable by the client's own team.

What Calkri Led

- Technology strategy and architecture
- Five-year roadmap and budgeting with the CFO
- Vendor management and pricing negotiation
- Security and identity modernization
- Business continuity and disaster recovery planning
- Cloud migration and implementation
- Documentation and operational handoff

Building independence, not dependency.

Once the transformation was complete, the company no longer needed the same level of senior consulting support. Because the systems, processes, automation, and documentation were designed for client ownership, the organization hired an internal systems administrator to manage day-to-day operations - reducing annual support costs by approximately $30,000-$40,000.

The Bottom Line

Calkri did not simply move a construction company to the cloud. The engagement changed how the business approached technology: from reacting to failures after they happened to planning for resilience, security, continuity, and cost before they became emergencies.