Solutions & Success
The Inside Story

Coleman Technologies Helped Infinity Properties LTD Set Up Their New Office At No Extra Cost

COLEMAN TECHNOLOGIES

Infinity Properties LTD is a real estate development firm operating in the greater Vancouver area. Their team of twelve staff members oversees a range of operations, including land development, construction of townhouses and single-family subdivisions and other residential projects.

In order to do their work effectively, securely, and within their budget, Infinity Properties requires a robust and reliable IT environment. For many years now, they've relied on Coleman Technologies to manage their IT for them.

Infinity Properties Chose Coleman Technologies For Their Flat-Rate IT Support

Infinity Properties first made the switch from their previous IT company to Coleman Technologies as a primarily financial decision. At the time they were paying for "block" IT support, which wasn't the most cost-effective arrangement. Upon finding out that Coleman Technologies offered flat-rate services, Infinity Properties decided to try them out.

"The evolution with them was, we started on a basic support package, and we were still kind of in the growth stage, and I would handle a lot of the IT stuff myself," says Norman Rousseu, Director of Finance, Infinity Properties. "We just used Coleman Technologies for when we needed the experts."

As is often the case with smaller firms like Infinity Properties, everyone on staff had their official role, and then a few other duties as well. For Norman, that meant overseeing IT, even though he's the Director of Finance. At first, Infinity Properties would only call on Coleman Technologies when they needed extra help with more complex IT problems. Norman would handle anything he could on his own, and then reach out if he needed expert assistance from the Coleman Technologies team.

"Then we got bigger, and I had less time to spend on that, and there were more important things we needed to get done," says Norman. "So we moved to a per machine, per month full support, everything we needed."

Eventually, Infinity Properties grew and became so active that Norman could no longer split focus; he needed to be able to commit his time to his actual work. That led to Infinity Properties investing in full-time support from Coleman Technologies for their fourteen machines, network security, and more.

"We're getting good value," says Norman. "I don't have to do anything, other than send a support ticket if we need it."

Coleman Technologies Offered Expert Assistance With Setting Up Infinity Properties' New Office

Coleman Technologies' assistance became especially valuable for Infinity Properties when they began planning their move to a new office. A project of that scale, involving the design, implementation, and launch of new IT systems, would presumably require an additional investment. However, Coleman Technologies managed it for Infinity Properties at no additional cost — everything was covered under the flat rate Infinity Properties was already paying.

"Coleman Technologies made multiple site visits while the building was being built, and as improvements started, just making sure we weren't missing anything," says Norman.

Setting up a new IT environment is no small task. The Coleman Technologies team had to ensure Infinity Properties would have the solutions they needed to hit the ground running once the office opened, which called for a range of key technologies:

➤ **Egnyte Cloud Platform:** This content governance platform ensures data accessibility, integrity, and continuity for Infinity Properties. Egnyte provides a range of capabilities and features that help to keep Infinity Properties' data secure as it's accessed and shared by their team members:

  • **Sharing & Collaboration:** Unified content collaboration makes it easy for authorized users to navigate data, find the files they're looking for, and co-edit in real-time with their collaborators.

  • **Lifecycle Management:** Egnyte is designed to help businesses like Infinity Properties drastically reduce data sprawl, improve file management, and automate tedious tasks like archival and deletion throughout active repositories.

  • **Data Security:** Egnyte's governance risk dashboard gives an immediate and detailed overview of the risks at play with Infinity Properties' data, ensuring the Coleman Technologies team is well informed as to what needs to be remediated before it poses any threat.

- **Content Intelligence:** Egnyte's content intelligence engine operates using advanced machine learning to both oversee automated capabilities and provide detailed insight and analysis. Classification patterns help to further manage the security of sensitive data, and can even be customized with specific policies that suit Infinity Properties' exact needs.

- **Compliance & Audit:** Egnyte helps to drastically simplify compliance and audit processes thanks to its 500+ classification patterns.

- **Apps & Integrations:** Egnyte offers a vast range of native integrations, which simplifies the way it interacts with the many other apps and solutions used by organizations like Infinity Properties. This ensures sprawl, redundancy, and file integrity are reduced, making for a much more unified experience between users and devices.

➤ **Ubiquiti Cybersecurity:** A industry leader in networked communication and cybersecurity technologies, Ubiquiti is a valued Coleman Technologies partner. We deployed the following technologies to keep Infinity Properties secure:

- **Firewall:** Ubiquiti's Unifi Dream Machine Pro firewall is an enterprise-grade UniFi OS console, offering a range of key capabilities and features:

  ✔ 8-port switch with 1GbE RJ45 and 10G SFP+ ports

  ✔ An integrated security gateway and network video recorder *(complete with UniFi Protect)*, with the capability to support compatible 3.5" HDDs

  ✔ Industry-leading threat management capabilities, including deep packet inspection and WiFi AI features

  ✔ 1.7 GHz quad-core processor

  ✔ 1U-sized, rack-mountable console for easy installation

  ✔ Seamless scalability with additional UniFi devices

- **Switch:** We use Ubiquiti's Unifi 48Port Pro Switch (Gen2) to keep Infinity Properties' systems connected and communicating. This line of network hardware offers a range of valuable features and advantages, including:

  - ✔ Inter-VLAN routing and static routing
  - ✔ DHCP server
  - ✔ 40 GbE, 802.3at PoE+ RJ45 ports
  - ✔ 8 GbE, 802.3bt PoE++ RJ45 ports
  - ✔ 4 10G SFP+ ports
  - ✔ 1 USP RPS DC input
  - ✔ 600W total PoE supply

- **WAP:** We use Ubiquiti UniFi AP-AC Pro access points to ensure each and every staff member and visitor at Infinity Properties' locations has secure and seamless Wi-Fi access. Powered with the latest Wi-Fi 802.11ac, 3x3 MIMO technology, these wireless access points offer a range of advantages for Infinity Properties:

  - ✔ Support for simultaneous dual-band, 3x3 MIMO technology in the 5 and 2.4 GHz radio bands

  - ✔ Collects and analyzes data on interference for both bands.

  - ✔ Band steering ensures that users benefit from the fastest 5G connection available.

➤ **Microsoft 365:** Over the past few years, productivity suites have become more and more popular with businesses of all sizes, in a wide and varied range of industries. It's the type of solution that has something to offer everyone.

That's why we equipped Infinity Properties with Microsoft 365, an industry-leading cloud platform:

- **Access Apps Conveniently:** Infinity Properties' staff need to be able to use their tools from anywhere and on any device — Microsoft 365 gives them that flexibility. They can access their email, meetings, and other services online.

- **Microsoft Teams:** This chat-based workspace brings Infinity Properties' users together to collaborate, communicate, and share content, helping them work as efficiently as possible whether in the office or operating from a remote workplace. Team members and business contacts can stay connected and share work through the suite of Microsoft solutions they're most accustomed to.

  Microsoft Teams gives Infinity Properties the ability to host real-time meetings, staff training, connect with clients, all in a direct video meeting format. Whether their staff is working remotely or maintaining contact with a key client from out of town, Teams' video meetings provide a convenient and personal way to communicate, without having to make the commute.

- **Robust Security Features:** Microsoft 365 uses a defence-in-depth approach to provide physical, logical, and data layers of security features and operational best practices:

  ✔ The Microsoft 365 Cloud App Security provides insight into any suspicious activity on the platform. Our team can investigate situations that could pose a risk and if needed, take action to address them.

  ✔ Multi-Factor Authentication (MFA) is another way that Microsoft 365 keeps Infinity Properties' data secure. MFA requires the consumer to utilize two methods to confirm that they are the rightful account owner. By setting up these types of verification, we add an extra layer of security to Infinity Properties' Microsoft 365 accounts.

  ✔ Microsoft 365 uses several strong encryption protocols, and technologies including Transport Layer Security/Secure Sockets Layer (TLS/SSL), Internet Protocol Security (IPSec), and Advanced Encryption Standard (AES).

Encryption technology is a great way to protect important data. By making data unreadable to anyone who isn't supposed to have access to it, we can secure Infinity Properties' files that are stored on their systems, servers, and mobile devices, as well as files sent via email or through file-sharing services.

✔ Built-in Mobile Device Management in Microsoft 365 Business allows us to manage access to Infinity Properties' data securely. The built-in Mobile Device Management (MDM) lets us secure and manage their users' mobile devices like iPhones, iPads, Androids, and Windows phones.

- **Automatic Updates:** Infinity Properties enjoy the latest versions of their preferred apps like Microsoft Word and Excel, thanks to automatic patches and updates. No need to pay for version upgrades — updates are included in their subscription. New features are rolled out to Microsoft 365 customers regularly.

➤ **DNSFilter:** We ensure Infinity Properties' staff uses the web safely by deploying a robust DNS filter solution, which actively blocks access to or interaction with dangerous content online. When business devices try to access a website, the DNS filter looks up the destination to determine if the site is deemed safe or potentially unsafe. More advanced filters can even prevent users from clicking a suspected dangerous link.

By blocking unsafe websites and content, DNS filters dramatically limit the risk posed by unaware users. These solutions can be deployed both at home and at work to avoid unnecessary risks and minimize or eliminate malicious attacks that threaten to take down the organization's entire system.

➤ **SentinelOne:** Developed to provide holistic defence-in-depth, SentinelOne Endpoint Detection & Response (EDR) solutions protect systems before, during, and after a malware attack, employing different technologies and methodologies where necessary:

- **Passive Protection:** SentinelOne uses a static AI engine to monitor systems for signs of malware, eliminating the need for ongoing scans.

- **Active Defense:** The Behavioral AI engine watches for malicious activity, flagging and eliminating a range of threats, from file-based malware to zero-day exploits.

- **After The Attack:** Using an Automated Endpoint Detection and Response system, SentinelOne gathers forensic data and takes the necessary steps to prevent damage – network isolation, and endpoint restoration.

We use SentinelOne's Endpoint Protection Platform (EPP) because it offers a comprehensive array of security capabilities:

- **Next-Gen Defense:** AI-powered technology spots and eliminates malware and ransomware attacks before they take effect.

- **ActiveEDR:** SentinelOne keeps an eye on Infinity Properties' many endpoints, proactively securing them and mitigating the potential of a data breach.

"I feel well protected by their program," says Norman. "I feel very comfortable with them."

Together, these technologies form a reliable, secure and effective IT environment at Infinity Properties' new office. The Coleman Technologies team was able to manage the procurement, installation, and configuration of these technologies, all as a part of the simple monthly flat rate Infinity Properties pays us.

"They helped with planning, and what we needed for that," says Norman. "It was a good resource."

Coleman Technologies Is Infinity Properties' Local & Reliable IT Partner

"They're local, so if we ever need something in the office, it's easy," says Norman. "They're very responsive and knowledgeable."

Choosing a local IT company like Coleman Technologies offers a range of advantages for Infinity Properties:

- **Availability:** When Infinity Properties has an issue, they want someone there to answer. A local IT company like Coleman Technologies is much more capable of doing that than a remote one.

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- **Speed Of Response:** Although many issues can be resolved remotely, there are many issues that require a real person to be onsite at Infinity Properties' office. Coleman Technologies can respond fast and help them handle any sort of emergency, such as a critical hardware failure, as quickly as possible to avoid unnecessary downtime.

- **Planning & Consultation:** We also meet with Infinity Properties on a regular basis to help them undergo digital transformation, through which we learn their organizational objectives, then implement the right mix of hardware and software to support them.

> **"** *"They're very timely and super responsive. I could never see myself signing up with a national company."*
>
> **- Norman Rousseu,** Director of Finance

Coleman Technologies Is Everything Infinity Properties Needs In An IT Partner

Coleman Technologies offers all the qualities Infinity Properties has been looking for in an IT partner — reliable service from a nearby company, provided at an easily budgeted flat rate. Whether they need help with a minor IT issue or a major IT project, Infinity Properties knows they can count on Coleman Technologies.

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