



**CASE STUDY**

# **MB HAYNES and Katalyst: Empowering IT Service Delivery**

**MB HAYNES** partnered with Katalyst to improve IT service management and upskill internal talent.

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**CLIENT**

**MB HAYNES**

**WORKING TOGETHER**

With Katalyst since 2022

**KATALYST'S ROLE**

- Managed Infrastructure
- Managed Security
- Other Managed Services
- Managed Business Continuity

# MB HAYNES

MB HAYNES is an employee-owned, multi-trade construction and service company based in North Carolina. They provide a range of construction and engineering services to customers throughout the southeastern United States — for residential, industrial, and commercial customers. Their services range from electrical, plumbing, and HVAC contracting, to general construction and renewable energy solutions such as solar panel installations. For over a century, MB HAYNES has maintained a reputation for high quality workmanship, safety, and customer satisfaction.



## Project Goal

**Improve IT service management and ensure continuity of service between vendors.**

## Executive Summary

MB HAYNES is a 100+ year-old construction company addressing a broad range of industrial, commercial, and residential needs. Prior to working with Katalyst, they'd long worked with a third-party vendor to supplement their IT management. However, their current vendor was experiencing challenges related to account management and inefficiency for their managed service offering. The frustrations caused MB HAYNES VP of Marketing and Digital Operations, Steven Yates, to consider a better alternative.

Katalyst, a nimble but expert team with a co-management approach, provided clear communication and hands-on support, offering IT infrastructure, cybersecurity (24/7 SIEM, log aggregator, and co-managing MB HAYNES' EDR and firewalls), and other managed services. They enabled MB HAYNES to identify problems early and have them resolved, and they now have a remote management tool and patch management, with local support staff MB HAYNES can rely on. They view Katalyst a true technology partner, making MB HAYNES better at what they do and able to go further, faster, and safer with technology.



## Solving the Issues

MB HAYNES has more than 500 employees, with a lean IT team. As a result, they have long worked with a third-party vendor to supplement their IT management. They were in a tough spot with their previous vendor, as they had many people leaving, leading to a revolving door of account management that didn't have any relationship or history with MB HAYNES. This lack of knowledge transfer led to many inefficiencies, where the MB HAYNES team felt they needed to give an excessive amount of guidance to the new reps.

While normally taking an "if it's not broke, don't fix it" approach, these growing frustrations caused the company to recognize the opportunity to make a change.

Primarily, they wanted to upskill MB HAYNES' own internal talent, and have access to experts for things that they couldn't do on their own. MB HAYNES was looking for a partner with a team approach, such as a co-management solution.

# Finding a Partner That Fit Their Needs

Thankfully, MB HAYNES was introduced to Katalyst through a mutual connection. The companies worked to understand the overall needs and services that would fit their scenario. The Katalyst discovery process helped them nail down the specifics, and soon the two companies were partnering on IT initiatives that would move MB HAYNES forward.

While MB HAYNES staff were hesitant to adopt changes implemented by an unfamiliar company, Katalyst was very methodical, providing clear communication and support.



“We could ask for things to pause or slow down at any point, when needed. It didn’t feel like this was the first time they’d done it.”

– MB HAYNES VP of Marketing & Digital Operations

Of equal importance was the ability to escalate issues beyond the main contact. This fit well with Katalyst’s capabilities. The Katalyst team has internal escalation points, where if something can’t be solved, there’s a deep bench of people who can step in to help. This meant MB HAYNES had easy access to the expertise they needed.

Katalyst’s team was hands-on, implementing solutions such as a remote management tool, allowing them to remotely connect to their end users PCs. MB HAYNES was constantly needing to connect to those PCs remotely, so that was a key factor for them. MB HAYNES was able to identify issues early and have them resolved before they became bigger problems, and they now have access to experts who help them solve problems they may not have been able to address on their own.

*“They’re going to play a very important role in helping us roll out any solution into our portfolio.”*

# The Process of Partnering with Katalyst

Katalyst got to work helping with IT infrastructure, security (24/7 SIEM, log aggregator, and co-managing MB HAYNES' EDR and firewalls), and other managed services, such as managed backups, managed help desk, and managed collaboration.

Yates describes himself as a healthy skeptic like many IT professionals might be, watching closely in the process in case something went wrong. But he says “nothing ever made me second guess this decision. It seemed like a good choice from the beginning.” It helped that Katalyst was “very hands-on,” he found. “They erred on the side of overcommunication,” which is “exactly what you want” in a process like this.



“I'd get emails at 2 or 3 in the morning with things Rob is fixing. I'll see them the next day when I wake up, and I'm like, 'well, I'm glad somebody didn't sleep last night because I slept great.'”

Katalyst offers EaaS (“Engineering As a Service”) setup as part of the solution, so when MB HAYNES has questions, implementation needs, or other requests, they don't need to sign anything extra or pay ad-hoc fees — they just pull Katalyst right in to help with anything they need.

Yates really knew they'd made the right choice when it came to data backups for their offline disaster recovery solution. They'd had some issues getting it implemented with the previous vendor, but “Rob and his team stepped in, and within a couple days, they had a solution that the previous vendor couldn't provide in over a month.”

# The Outcome

MB HAYNES has been working with Katalyst for less than a year, but they are already seeing significant improvements in their IT service management. They've found Katalyst's support quality has been excellent, providing solutions to problems well beyond the initial scope of work.

Yates likes that Katalyst support quality is agnostic to whether or not MB HAYNES goes with their product of choice. "Katalyst will say 'we're recommending that you make these changes or look at this process. We're not telling you to do it or not to do it, but have you thought about this or have you thought about that?'" Beforehand, MB HAYNES didn't have the type of team to give this kind of advice.

After implementing Katalyst's Managed Services, MB HAYNES could catch issues before they became bigger problems. They now have a remote management tool and patch management, with expertise that provides comfort and confidence. "It's comfortable having someone who's here, not a plane ride away."

## MB HAYNES Today: What's Changed?

"The feel-good metric is much better now," says Yates. "And we're seeing a lot of data that we didn't see before." He has full confidence in Katalyst, knowing that any problem MB HAYNES has, "Katalyst is going to get the right people on it."

Yates appreciates that someone is always looking after MB HAYNES' systems, especially because they can catch issues early and have them resolved before they become bigger problems. With Katalyst, they have access to experts who help them solve problems they may not have been able to address on their own.

Yates believes that Katalyst is more than just a vendor to MB HAYNES, they are a "true partner. They're making us better at what we do."

*"They're one of the top five vendors I've worked with in my 28-year career."*

# Advice from MB HAYNES

For others looking to get started with Katalyst, Yates says “Do it. Make the change, don’t be afraid. It’s big and it’s daunting and scary, and there’s a lot of trepidation, but it’s well worth the leap of faith. They haven’t let me down.”



“It feels like we bought peace of mind. They worry about the things we need to worry about, identify the things we need to identify, fix the things we need to fix, and get it all done before we need to think about it.”

“They are my experts on all things infrastructure related. We know our system, we know what we’re doing, but they’re like a sounding board or resource for any change, we can consult with them so we have access to experts that we don’t need to have as full-time staff.”

“We move slow sometimes, but it’s nice to know that they’re thinking of the things we need to be thinking about, so that [doesn’t need to be] 100% up to us... That’s been a very big positive in the relationship.”



**Steven Yates**

*VP of Marketing and Digital Operations, MB HAYNES*

**Want access to advanced IT services without hiring internally?**

**Schedule a call** with the Katalyst team to learn more about our managed services.