

CASE STUDY

Built to Keep Pace: How Chesapeake Containment Systems Found the Right-Sized IT Partner

With crews working from Florida to Maine and a lean internal IT team, Chesapeake Containment Systems wanted a partner that takes ownership, communicates clearly, and keeps improving. See how CCS and Katalyst built that partnership together.

CLIENT

Chesapeake Containment Systems

WORKING TOGETHER

Partnered with Katalyst since 2025

KATALYST'S ROLE

- Co-managed IT support alongside CCS's internal IT team
- Backup management with monthly reporting
- Firewall management and rule review
- Managed security monitoring and log aggregation with Foresite
- Dedicated client success advocate and access to advisory services

About Chesapeake Containment Systems



Chesapeake Containment Systems (CCS) is an environmental construction firm based in Statesville, North Carolina, specializing in geosynthetic products and installation for the solid waste, power, and industrial markets. Since 2007, CCS crews have installed more than one billion square feet of geosynthetics, guided by four principles: People, Performance, Products, and Progress.

With 200 to 250 employees and as many as 25 crews working on job sites from Florida to Maine, CCS depends on technology that works wherever its people are. A lean internal IT team keeps the office and the field connected, and the right outside partner is essential to helping that team go further.

Partnership Goal

To give CCS a responsive, accountable IT partner that complements its internal team, brings clear visibility to security and backups, and grows alongside a business with crews working across the eastern United States.

Executive Summary

CCS has always looked for ways to improve, and it expects the same from its partners. As the company grew, it needed an IT provider that matched that mindset: one that would communicate clearly, take ownership, and bring new capabilities to the table.

After a thorough evaluation of seven to eight providers, CCS chose Katalyst in 2025 for its size, its responsiveness, and a leadership team that was accessible from the very first conversations.

Today, CCS has monthly visibility into its backups, real-time security alerting, and centralized reporting it can share with company leadership. With a steady foundation in place, CCS and Katalyst are focused on what comes next.



The Challenge: Supporting a Workforce That Never Sits Still

CCS was built for a mobile workforce long before remote work became common. About 30 employees work from the office, while 40 to 50 more carry laptops and phones to job sites across the eastern United States, and the field workforce grows and shrinks with the construction season.

The company's IT team planned for that reality early. Using Microsoft Intune, Windows Autopilot, and remote support tools, CCS can deploy devices, push software, and support users wherever a crew is working. Its on-premises infrastructure was rebuilt with redundancy so that no single failure could stop the business.

200+

employees, growing with the construction season

20-25

crews in the field at full capacity

~80

users supported across office and field

FL to ME

job sites across the eastern United States

Outgrowing the Old Model

As CCS's internal team took on more of the day-to-day work, its previous provider settled into a narrow role covering backups, server patching, firewall management, and after-hours monitoring. Over time, CCS outgrew that arrangement.

The company needed faster responses, clearer communication, and a dedicated point of contact who could advocate for CCS and keep requests moving. Most of all, it wanted a partner invested in improving the environment, not just maintaining it.



Finding the Right-Sized Partner

CCS approached the search methodically. The team started with every provider in the region that did something close to what it needed, then narrowed the list to firms experienced with its core platforms, including Fortinet, Microsoft, and VMware. CCS interviewed seven to eight companies and met with ownership at each of its final four.

Size mattered as much as capability. CCS didn't want to be a provider's largest client and risk outgrowing them, and it didn't want to be one of thousands at a national firm. It wanted a partner big enough to grow with, with the expertise to help strengthen its own capabilities along the way.



"I wanted to find an MSP that was big enough that we could grow with them... and I think in Katalyst we nailed it."

Mike Adams, Director of IT, Chesapeake Containment Systems

Why Katalyst Stood Out

From the first conversations, CCS felt heard. The Katalyst team recognized the challenges CCS described and spoke plainly about how it would address them. By the third or fourth meeting, CCS was meeting with Katalyst CEO Luke Johnson and leaders from engineering and service.

That access mattered. At CCS, ownership makes time for anyone who wants to meet with them, from employees to customers in the field, and the company wanted a partner that worked the same way. Katalyst also helped CCS see the value of pairing its managed services with Foresite, a dedicated managed security services provider, so each side of the partnership brings deep specialization.

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"It's a, hey, we have your best interest at heart... You are important to us because if your business is suffering, we're gonna suffer for it as well."

- Mike Adams, Director of IT, Chesapeake Containment Systems



The Partnership: Ownership from Day One

CCS noticed a difference almost immediately. Any move between providers involves license migrations, new accounts, and dozens of moving parts. What mattered most to CCS was how the new partner responded when something needed attention, and the Katalyst team picked up every item as soon as it was raised and saw it through.



"It's how people respond to it and follow up and take ownership of it that really matters."

Mike Adams, Director of IT, Chesapeake Containment Systems

Since onboarding, the teams have completed a full firewall rule review together, and CCS's environment has settled into a steady, reliable operating rhythm. A dedicated client success lead keeps communication open in both directions, and CCS has direct access to Katalyst leadership whenever it's needed.

From the Katalyst side, the relationship reflects how the team approaches every client.



"What really makes the difference... the mindset for investing in our client's success, not just closing tickets, but actually owning outcomes for our client."

Ashley Wallace, Team Lead, Client Success, Katalyst



The Results & Outcomes

The partnership has given CCS a clear, current picture of the health and security of its environment, along with the reporting to share it with company leadership.

2–3 min

from a suspicious click to an alert for the IT team

35–40

vulnerabilities identified and closed in the first two months

Monthly

backup reports covering snapshots, storage, and every protected VM

1

central place for security logs and leadership reporting

- **Clear visibility into backups.** Monthly reports confirm when snapshots ran, how much space is in use, and which virtual machines are protected.
- **Real-time threat detection.** When an employee landed on a tech support scam site from a search result, he recognized it and closed it right away. Within minutes, the IT team received an alert and could confirm nothing was entered or downloaded.
- **One place for security data.** Logs that once came from separate, manually built alerts now come together in a single platform with on-demand reporting.
- **Proactive vulnerability management.** Monthly automated penetration testing helped CCS find and close 35 to 40 vulnerabilities in the first two months.
- **Leadership-ready reporting.** CCS can share a clear view of its security posture with company leadership at any time.
- **Responsive, accountable support.** Issues are picked up as soon as they're raised, with clear follow-through.

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Asked how CCS's security confidence compares to a year ago:

“Light years. Light years ahead.”

– Mike Adams, Director of IT, Chesapeake Containment Systems

Looking Ahead

With a steady foundation in place, CCS and Katalyst are turning to what's next: more consistent patching for field laptops that are only online a few times a week, strengthening the remaining weak spots in CCS's security posture, and continuing to build defense in depth. As a managed client, CCS can also draw on Katalyst's advisory and professional services teams as those initiatives take shape.



"Things are good. We're hitting that stride. Now let's get a little uncomfortable. Let's stretch the boundaries."

Mike Adams, Director of IT, Chesapeake Containment Systems

Meet the Team



Mike Adams

Director of IT,
Chesapeake Containment Systems



Luke Johnson

CEO,
Katalyst



Ashley Wallace

Team Lead, Client Success,
Katalyst



Kaki Kleisch

Director of BD & MKT,
Katalyst

Looking for an IT partner that grows with your business?

Schedule a call with the Katalyst team to talk through where your organization is headed.



Enabling our clients to go further, faster, safer.

Helping organizations achieve reliable IT operations and cost efficiency
through Managed Services, Cybersecurity, and Cloud Solutions.



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