



Sealed with Confidence: How One Contractor Found a Reliable IT Partner

When unreliable technology could have disrupted daily operations, Sure Seal found stronger network reliability, faster IT support, and greater confidence in its data security.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

Sure Seal, a commercial waterproofing and sealant contractor in Hondo, Texas, partnered with 7tech to improve the reliability of its computer network, strengthen protection for company data, and gain faster access to expert IT support. Owner Chris Tovar says the company now has greater confidence in its systems and security. He also reports that most IT issues are resolved within the same hour, reducing disruption and giving the business greater peace of mind in its daily operations.

About the Client

Sure Seal, LLC is a commercial waterproofing and sealant contractor based in Hondo, Texas. The company provides services such as caulking, waterproofing, flashing, damp-proofing, traffic coatings, leak repair, and water-repellent applications. Its office and field teams use cloud tools to coordinate project plans, specifications, and takeoffs.

The Challenge

Sure Seal needed a more reliable computer network, stronger protection for company data, and faster resolution of IT issues. Its office and field teams rely on technology to coordinate project information, so technical problems could disrupt communication and make daily work harder to manage.

- Network reliability was a priority because Sure Seal depends on its computer systems to support day-to-day work and coordination between office and field personnel.
- Company leadership wanted greater confidence that enhanced security measures were in place to help protect business data.
- When IT problems occurred, Sure Seal needed expert support professionals who could respond quickly, resolve issues proficiently, and reduce disruption.



The speed and proficiency with which 7tech handles IT tickets is truly remarkable. In most cases, when we report an IT problem, they resolve it within the same hour. This level of efficiency is second to none and has been a game-changer for us.

Chris Tovar, Sure Seal

The Solution

7tech provided Sure Seal with managed IT support focused on improving network reliability, resolving IT problems, and strengthening protection for company data. When an issue occurred, Sure Seal could contact 7tech and rely on its team to handle the technical work instead of trying to solve the problem without expert help. 7tech also implemented enhanced security measures to protect the company's data. Together, these services gave Sure Seal a dependable source of IT support and greater confidence in the systems its team uses each day.

The Results

Sure Seal reports that the most significant improvement has been the reliability of its computer network. The company also gained greater peace of mind from enhanced security measures designed to protect its data. According to Chris Tovar, 7tech handles support tickets with remarkable speed and proficiency, resolving most reported IT problems within the same hour. This level of responsiveness has made a meaningful difference in daily operations and given the company greater confidence in its technology support.

Key Takeaways

Sure Seal's experience highlights the value of dependable systems, prompt support, and accessible IT expertise. Improved network reliability and enhanced security measures reduced operational concerns and gave leadership greater confidence in its technology.

Services Provided

7tech supported Sure Seal with managed IT services focused on computer network reliability, IT ticket troubleshooting and resolution, data protection, and professional technology guidance. The engagement gave the company access to experienced support professionals who could address technical issues quickly and help maintain a more dependable IT environment.

Final Thoughts

For Sure Seal, the value of working with 7tech came down to reliable technology, responsive support, and greater confidence in data security. By giving the company dependable access to IT expertise, 7tech helped make technology less of a daily concern and a more reliable part of business operations.

Where Network Reliability Meets Responsive Support, and Business Keeps Moving

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

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