

From Downtime to Stability: How NAPCO Precast Improved Its IT Support

When virus-related downtime put project deadlines at risk, NAPCO Precast found a responsive IT partner that made the transition smooth and explained technology in clear terms.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

NAPCO Precast, a San Antonio construction company, needed an IT partner after virus-related downtime with its previous provider. Concerned that switching companies could cause more disruption, its leadership chose 7tech. According to former CFO Paul Brennan, 7tech made the transition smooth, was responsive, brought technical knowledge, and explained technology in terms nontechnical employees could understand. The company gained responsive support and clearer IT communication.

About the Client

NAPCO Precast, LLC is a San Antonio-based precast concrete company serving the construction industry. Its work supports deadline-driven projects, making dependable technology and responsive IT support important to daily operations. Former CFO Paul Brennan said the company stayed busy meeting project deadlines and managing ongoing business demands.

The Challenge

NAPCO Precast had experienced downtime caused by viruses while working with its previous IT provider. Because the company was focused on demanding construction deadlines, leadership worried that changing providers could create further disruption. The transition needed to be handled carefully and efficiently.

- Virus-related downtime with NAPCO Precast's previous IT provider raised concerns about the reliability of its technology support.
- As a busy construction company, NAPCO needed employees focused on project deadlines instead of preventable technology disruptions.
- Leadership worried that changing providers could cause further disruption, so the transition needed to be handled smoothly, carefully, and clearly.



We decided to trust the 7tech team and they made the transition very smooth; they are very responsive. The technical knowledge of their team is fantastic. Their staff takes the extra effort to communicate in laymen's terms, so they explain things in a way that non-techie people can understand.

Paul Brennan, NAPCO Precast

The Solution

NAPCO Precast chose 7tech to manage the transition to a new IT provider and provide ongoing support. The team focused on making the change smooth while staying responsive to the company's needs. Former CFO Paul Brennan praised 7tech's technical knowledge and willingness to explain technology in plain language. By translating technical issues into terms nontechnical employees could understand, 7tech reduced confusion, made the relationship easier to navigate, and provided clear guidance during the transition and IT support.

The Results

The transition to 7tech was smooth, addressing one of NAPCO Precast's biggest concerns about changing providers. Former CFO Paul Brennan described the team as responsive and praised its technical knowledge. He also valued the extra effort employees made to explain technology in terms nontechnical people could understand. Together, these outcomes gave NAPCO a more accessible IT relationship built around clear communication, prompt support, and understandable technical assistance while the company remained focused on construction deadlines, daily priorities, and serving customers confidently.

Key Takeaways

A successful IT provider transition takes more than technical skill. NAPCO Precast's experience highlights the value of smooth onboarding, responsive support, strong expertise, and plain-language communication that helps nontechnical leaders understand their IT.

Services Provided

7tech provided transition support as NAPCO Precast moved from its previous IT company, along with ongoing managed IT assistance. The engagement included responsive technical support, access to a knowledgeable team, and clear explanations for nontechnical employees and decision-makers. These services established an IT relationship focused on responsiveness, expertise, and understandable communication.

Final Thoughts

NAPCO Precast's experience shows how the right IT partner can make a provider change feel less disruptive. By combining responsive support, technical knowledge, and clear communication, 7tech helped the company complete a smooth transition and gave nontechnical employees a more understandable way to work through technology questions.

Where Construction Meets Reliable IT, and Every Deadline Finds Support

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

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