



Proactive by Design: How Vanguard Resources Found an IT Partner That Takes Ownership

With proactive security improvements and responsive support, Vanguard Resources found an IT partner that took ownership and focused on helping rather than selling.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

Vanguard Resources CEO Dustin Powers values proactive security guidance and responsive IT support. 7tech enforced multifactor authentication at no additional cost, without a request from the company. It also blocked unknown programs on workstations. Powers reports excellent response times, including nights and weekends. He says 7tech owns the process from start to finish. He has never needed to contact the owner, even though he knows him personally.

About the Client

Founded in 1996, Vanguard Resources provides facilities management services nationwide. Based in Spring Branch, Texas, the company serves healthcare, higher education, senior care, industrial, and commercial facilities. Its services include maintenance of mechanical, electrical, plumbing, and life safety systems.

The Challenge

Powers values an IT partner that identifies security improvements without waiting for a request and responds when issues arise. He sometimes encounters issues during nights and weekends. He also values ownership from start to finish and a support process that works without contacting the owner.

- Identify technology updates and security improvements the company should consider. Powers values recommendations focused on helping the business rather than selling something new.
- Respond when Powers needs assistance, including nights and weekends when he typically encounters issues himself.
- Take ownership of the process from start to finish. Provide support without requiring Powers to contact the owner personally.



7tech's response time is excellent, even on nights and weekends when I typically run into an issue myself. They also take a zero-trust approach to security by not allowing unknown programs to run on workstations.

Dustin Powers, Vanguard Resources

The Solution

7tech identified multifactor authentication, or MFA, as a security improvement and enforced it on user accounts at no additional cost. Vanguard Resources had not requested the change. 7tech also prevented unknown programs from running on workstations, an approach Powers describes as zero trust. He acknowledged occasional user frustration but called the restriction vital to company security. The team took ownership of the process from start to finish. Powers also reports that 7tech remained available when he needed help, including nights and weekends.

The Results

Powers reports excellent response times, even during nights and weekends when he typically encounters issues himself. Although he knows Neal personally, he says he has never needed to contact him for support. The process works without going to the top. Enforcing MFA at no additional cost showed Powers that 7tech was focused on helping the company. He recognized the value of blocking unknown programs, despite occasional user frustration. He recommends 7tech for proactive technology and security improvements and quick responses. He values a partnership focused on helping rather than simply selling something new.

Key Takeaways

Powers values security improvements identified without a request, responsive help, and ownership from start to finish. He recognizes the security value of blocking unknown programs despite frustration. His support experience has required no contact with the owner.

Services Provided

7tech provided proactive technology and security recommendations, including enforcing multifactor authentication on user accounts at no additional cost. It blocked unknown programs from running on workstations. Powers reports responsive IT support, including nights and weekends, and ownership of the process from start to finish. He has never needed to contact the owner for help.

Final Thoughts

Powers values an IT partner that identifies useful improvements, responds when needed, and takes responsibility for its work. His experience with 7tech reflects those priorities through proactive security changes and support that works without contacting the owner. That focus on helping the client is central to his recommendation.

Where Proactive Security Meets Responsive Support, and Your Business Comes First

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

[Get Help Now](#)

