

At the end of June 2026, the client moved out of its office for good and went 100% work-from-home. **Everything built around that office still had to work the next day.**

The Challenge

Going fully remote isn't just sending people home. The phone system, the office copier, and every user's access were all built around a physical office that was about to disappear.

For a small manufacturer and products company, any gap in phones or print during the move would show up directly in customer orders and day-to-day operations.

The Solution

MSI managed the transition end to end, with one goal: the tools people use every day keep working, and security doesn't slip during the change.

Staff moved onto a new phone system built for a distributed team. The office copier went to the owner's home and was set up there, so print and scan workflows survived the move.

Through it all, MSI kept the client's security posture intact, which the client called out specifically afterward.

Engagement Snapshot

CLIENT	Midwest Manufacturer
INDUSTRY	Manufacturing & Products
RELATIONSHIP	Full Managed Services
CUTOVER	End of June 2026

By the Numbers

9.9 the client's partnership rating at its first formal quarterly review after the move.

100% of staff working from home after the office closed.

The Results

The client came through a full office closure and remote cutover and rated the MSI partnership 9.9 at its first formal quarterly review, calling out both the service and the security focus through the move.

"Closing an office is a business decision. Keeping phones, print, and security working through it is an IT job, and MSI handles the unglamorous parts too."