

Furniture Retailer Gains Secure, Transparent IT After Years of Uncertainty

Carlos Pacheco, the owner of a local furniture store, QCA Workplace, Inc., turned to TeamLogic IT feeling frustrated and underserved by his current IT provider. Aging hardware, inconsistent security measures, and the inability to work securely from home had quietly become barriers to running his business effectively. Compounding the challenge, the previous IT provider had failed to surface critical risks, leaving Carlos unaware of key vulnerabilities that could disrupt operations or compromise his business.

Limited Visibility, Growing IT Risk

The furniture store's existing hardware lacked basic endpoint protection, and there was no centralized monitoring or security policy in place. Yet the technical shortcomings were only part of the problem. The prior MSP had never explained what was being managed. Carlos had no real visibility into the security of his IT environment, relying instead on vague assurances that lacked evidence or clarity to support them.

A Transparent, Assessment-Led Approach

Ramin Naimi, co-owner of TeamLogic IT in Redwood City, began with a structured discovery process, thoroughly mapping QCA Workplace's environment, identifying gaps, and documenting risks in clear, business-ready language. His team then presented a set of forthright, well-defined solutions, each outlining the specific issues addressed, the risks mitigated, and the cost-benefit implications of taking action. For the first time, Carlos had complete visibility into what he was investing in and why it mattered. He selected the option

aligned with his risk tolerance and budget, moving forward with clarity and confidence.

Secure Infrastructure and Remote Connectivity Built for Today's Workstyle

TeamLogic IT deployed a properly configured firewall and established secure VPN connectivity so employees could work from home with full protection. A layered security stack was implemented with next-generation endpoint protection, multi-factor authentication, and automated patching. Centralized remote monitoring was enabled across all devices, closing the visibility gap that had left the business exposed for years.

A Protected Business and Peace of Mind

Today, QCA Workplace, Inc., employees move seamlessly between their storefront and home office, confident that their systems are secure and actively monitored. Regular check-ins with TeamLogic IT provide clear visibility into the health of their IT, security posture, and what their investment delivers, eliminating the uncertainty that had frustrated the business for years. What was once a source of concern has become a dependable and seamless foundation for daily operations.

"TeamLogic IT took the time to understand how my business runs, showed me where the real risks were and how their solutions would support us. I finally feel confident that our IT is being managed the right way, and that TeamLogic IT is a true partner who understands my business and proactively protects it every day," says Carlos Pacheco, owner of QCA Workplace, Inc.