

CASE STUDY

Multi-Location IT Transformation Powered by Cloud, Security, and Expertise

Fire Equipment Inc. partnered with Auxzillium to streamline IT management, enhance security, and modernize operations.



Under 2 Minutes Average Wait Time For Support Calls



30% Reduction In Recurring IT Issues Within Three Months



96.15% Average Customer Satisfaction Rating



75% First-Touch Resolution Rate

Overview / Summary

Fire Equipment Inc. (FEI) is a family-owned fire protection company founded in 1928 and now employing 250+ staff across nine New England offices. Headquartered in Medford, Massachusetts, FEI provides comprehensive fire and life safety services, from system design and installation to 24/7 emergency response.

As the company expanded, FEI required a technology partner capable of supporting multi-location IT operations, improving cybersecurity, and guiding a server-to-cloud transition. That search led to a long-term partnership with Auxzillium, aligning IT management with FEI's continued growth.



“Auxzillium guided us through eliminating servers, strengthening cybersecurity, unifying IT, and supporting expansion.”

Brian Murphy, President & CEO, Fire Equipment Inc.

Business Challenge & History

As Fire Equipment Inc. grew across multiple locations, the complexity of its technology environment increased. Managing servers, security, and on-site IT demands placed significant strain on internal resources, creating gaps that could impact operations and compliance. The leadership needed a partner to unify IT strategy while supporting rapid business expansion.

- **Server reliance** created unnecessary overhead and limited flexibility.
- **Cybersecurity requirements** demanded stronger, compliance-driven protections.
- **Multiple locations** made centralized IT management difficult.
- **On-site presence** was critical for hands-on support during urgent issues.
- **Scalable IT guidance** was needed to align with ongoing acquisitions and growth.

The Solution

To support FEI's expansion, Auxzillium delivered a structured IT strategy that reduced reliance on outdated systems and strengthened security. The approach combined modernization with hands-on support to unify operations across all locations.

Modernized Infrastructure

Auxzillium guided FEI through the transition from server-based environments to a cloud-first model, ensuring greater flexibility and reduced overhead. This shift also created a more consistent framework for managing multiple offices under one unified system.

Strengthened Security and Support

By embedding cybersecurity best practices and aligning with regulatory standards, Auxzillium reinforced FEI's protection against evolving threats. In addition, the presence of on-site support and strategic IT guidance gave FEI confidence that its technology could scale alongside continued business growth.

Solutions Deep Dive

Auxzillium began by addressing FEI's dependence on on-premises servers, guiding the move to a cloud-first infrastructure that improved flexibility and reduced hardware overhead.

This change provided a unified framework to manage technology across all nine offices while supporting daily operations without interruption.

To reinforce resilience, Auxzillium embedded cybersecurity controls aligned with compliance standards and maintained a reliable on-site presence for urgent needs.

Combined with strategic guidance, these measures ensured that FEI's IT environment could scale alongside ongoing growth and maintain strong protection against evolving risks.

The Benefits or Outcomes

Through its partnership with Auxzillium, Fire Equipment Inc. gained a stronger, more adaptable IT foundation. The improvements supported daily operations while also preparing the company for future expansion and increased security demands.

- **Cloud-first environment** improved flexibility and reduced server maintenance overhead.
- **Centralized IT management** simplified oversight across nine offices.
- **Cybersecurity alignment** bolstered protection while supporting compliance requirements.
- **On-site expertise** provided immediate response for critical technology needs.
- **Scalable IT framework** ensured technology could grow with the business.

Going Forward

With Auxzillium as a long-term partner, Fire Equipment Inc. is positioned to continue its growth supported by a secure, scalable, and unified IT environment. This foundation ensures the company can embrace future expansions while maintaining operational resilience and strong cybersecurity practices.

Sustaining Growth Through Smarter IT Partnerships

The collaboration between Auxzillium and Fire Equipment Inc. shows how a strategic IT partnership drives business resilience.

By replacing outdated servers with a cloud-first approach, embedding compliance-driven security, and delivering unified IT management, Auxzillium created a dependable technology foundation.

This partnership not only solved immediate challenges but also established a framework for scalability, stability, and confidence as FEI continues to grow.

Build a Secure IT Foundation That Evolves with Every Business Expansion

Auxzillium delivers cloud transitions, compliance-driven security, and unified IT oversight for growing organizations.

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