

How Brookwood Farms Stays Secure and Operational with ComTech's IT Support

— Brookwood Farms —



"I sleep better at night knowing we are secure and supported by ComTech."
— Lisa Hamby, Controller

CLIENT OVERVIEW

Industry:

Manufacturing - Food Production

Locations: 1

Staff: 40

Primary IT Goals:

- Maintain Consistent System Uptime
- Replace Single-Person IT Contact
- Simplify Daily Technology Oversight
- A Proactive IT Partner
- Gain Trusted Support and Stability
- Protection from cyber threats

THERE'S NO TIME - FOR IT FIRES

Brookwood Farms is known for its pit-cooked barbecue - an operation that doesn't pause for tech issues. As Controller Lisa Hamby puts it, everyone on the team wears a lot of hats. And in her case, that included IT... at least, until things stopped working.

"Before ComTech, when computers went down, everyone came to me. I had to call someone, hope they answered, and hope they could get here. It was stressful."

Brookwood was relying on a one-man IT contact who wasn't always available. When a major system failure occurred and support couldn't be reached, Lisa knew something had to change.

FROM REACTIVE SUPPORT TO A RELIABLE PARTNER

"I didn't know what to expect. But the transition was seamless. The team came in, set up the servers, touched every workstation, and within a blink we were switched over."

— Lisa Hamby

Lisa had known of ComTech from previous roles and had passed their office often. When the decision came to find a real partner, ComTech was the first call. But like many companies, she was nervous about the onboarding.

With ComTech fully in place, the company now has structure, security, and someone they can call, not just when things break, but before they do.

DOWNTIME ISN'T AN OPTION - SO WE PREVENT IT



In a manufacturing environment, even an hour of lost time can impact production and delivery. That's why ComTech's proactive protection has been a game-changer for Brookwood Farms.

"We had two attempted firewall breaches back-to-back. We thought the internet was down, but it turns out the firewall did exactly what it was supposed to do—and ComTech caught it. Without them, we wouldn't have known we were under attack."



When Brookwood moved offices, ComTech was there again. Moving the server room, and making sure the transition didn't disrupt operations.

FOCUS ON OPERATIONS, NOT IT



Now, instead of managing tech problems on top of her full workload, Lisa and her team can focus on keeping production moving and orders going out on time.

"Things change a lot with technology and keeping not just me, but other people educated on how to use the new tech being released is something I really like about ComTech."

Quarterly reviews, forward-looking planning, and security training (including spam education for staff) helps Brookwood stay ahead of tech issues and Lisa focused.

There's never been a situation where something hasn't gotten fixed. If needed, the escalation team gets involved and works until they get the problems solved.

WHAT MAKES COMTECH DIFFERENT



Response Time of
1-Hour or Less



No Contracts and
No Hidden Fees



No Geek Speak -
We Speak Human



No Band-Aid
Solutions

ADVICE TO OTHER MANUFACTURERS?



What the team does on a daily basis, how they protect us and go above and beyond to support us, they just stand out. The people at ComTech truly care. They are definitely the way to go.



How USA Dutch Gained Confidence and Control with ComTech's IT Support

USA Dutch, Inc.



"If there's ever a server issue, they're Johnny-on-the-spot."

-Ronald Keizer, Owner

CLIENT OVERVIEW

Industry:

Manufacturing - Sheet Metal Fabrication

Locations: 1

Staff: 60+

Primary IT Goals:

- Prevent Downtime in Operations
- Protection from Cyber Threats
- Get Fast, Expert-Level Support
- Avoid Internal IT Burden
- Plan Ahead for Tech Transitions

IT SUPPORT THAT KEEPS YOU MOVING

USA Dutch manufactures complex metal parts for everything from elevators to warehouse conveyor systems. Their shop in Graham, NC is filled with precision equipment, CNC machines, and an experienced workforce that relies on everything running smoothly—especially the IT.

"30 years ago, we had a lot of manual equipment that was manually operated. We have very little of that now."

President Ronald Keizer knows that uptime isn't optional. As their operation expanded and complexity increased, the team knew they couldn't rely on internal workarounds or basic IT knowledge anymore.

A LONG-TERM PARTNERSHIP BUILT ON TRUST

"As far as the acquisition, no trepidation at all about using you guys because we knew already what you were doing for us."
- Ronald Keizer

Years before Ronald expanded into Alamance County, his company already worked with ComTech. By the time of the acquisition, both companies were already using the same IT partner - making the transition easy and secure.

From server management to cybersecurity, ComTech became a natural extension of their operations team handling everything in the background, so Ronald's team could stay focused on manufacturing.

HANDLING ISSUES BEFORE THEY BECOME PROBLEMS

ComTech has been by their side through everything, from recovery after a data loss 15 years ago to modern-day transitions like Windows 11 rollouts and new workstation provisioning.



“If there’s ever a server issue, they’re Johnny-on-the-spot. And I really value those weekly cybersecurity training videos –they make our whole team more aware.”

Even day-to-day support has become more seamless. Whether it’s upgrading laptops, planning for internal leadership transitions, or proactively addressing system life cycles, ComTech helps USA Dutch stay ready.

CYBERSECURITY AS SMART AS THE THREATS

Ronald keeps a close eye on cybersecurity, not just because of their Intellectual Property and employee data, but because the threats are real.

“I think we are as vigilant as we possibly could be with ComTech because they understand those kind of threats.”

ComTech’s CyberArmor solution helps protect every layer of the network, catching what employees or antivirus software might miss.

With ComTech, USA Dutch has the confidence to scale, the protection to stay secure, and the support to keep production moving.

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ADVICE TO OTHER MANUFACTURERS?

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In today’s environment, you have to have someone internally or bring in someone like ComTech who already has the knowledge.

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