



Case Study: Lift Solutions

A Multi-Location Industrial Services Company Strengthens Network Reliability and IT Operations with TPx Managed Networking



Company Overview

Lift Solutions provides lifting equipment, inspections, repairs, rigging, and related services for industrial customers throughout North America. Operating 34 locations in 16 states, the company supports organizations that depend on reliable equipment and responsive service to keep their operations moving. As the business expanded through acquisitions, maintaining a consistent technology environment became increasingly important to its day-to-day operations.

The Challenge

Each acquisition added another networking environment for the IT team to support. Locations came with different equipment, internet providers, and service processes, making troubleshooting inconsistent from site to site. Some experienced frequent outages, while others relied on aging infrastructure with little redundancy.

Lift Solutions wanted one networking standard across the organization, stronger resiliency, and a provider that could take responsibility for ongoing administration, monitoring, and technical support.

The TPx Solution

Lift Solutions selected TPx to replace its mix of networking equipment with a single, consistent Fortinet environment managed across its 34 locations.

The engagement included managed Fortinet firewalls and switches, centralized monitoring through a 24x7 Network Operations Center (NOC), and ongoing administration supported by regular operational reviews. Instead of coordinating multiple vendors or relying on different support models at each branch, the IT team now works with one provider responsible for implementation, maintenance, and day-to-day service.

Future acquisitions can now be integrated into an established networking model instead of being managed as separate environments.

Network Availability

99.94%

Average SNMP-monitored
availability across
reported 2024 months

99.86%

Average system/network
availability in 2025

99.8%–99.97%

Monthly system/network
availability through July 2026

Lift Solutions began its first TPx implementation in September 2023.

Business Impact

Since Lift Solutions began implementing its TPx-managed networking environment in September 2023, network availability has remained consistently high. SNMP-monitored availability averaged approximately 99.94% across the available 2024 reporting period. System and network availability averaged approximately 99.86% in 2025 and continued at similarly high levels in 2026, with monthly results through July ranging from approximately 99.8% to 99.97%.

For Lift Solutions, that means less time coordinating vendors, fewer variables during troubleshooting, and a networking model that can be applied consistently as the company continues to grow through acquisitions.



Operational Value for IT Leaders

- Standardized Fortinet networking environment across 34 company locations in 16 states
- Single provider responsible for implementation, administration, and ongoing technical support
- 24x7 network monitoring through TPx's Network Operations Center
- Weekly operational reviews to discuss service activity and upcoming priorities
- A consistent approach for integrating newly acquired locations into the corporate network

Customer Perspective

“TPx has become a one-stop shop for our networking environment. Having one provider responsible for our firewalls, switches, monitoring, and ongoing support has given us a consistent approach across all our locations and made it easier to bring our new locations into our network.”

Lawrence Bilker

Chief Information Officer,
Lift Solutions



About TPx

TPx is your sidekick for smart IT – helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

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