

# A Rapid Response with Enduring Results



## WHEN KMB DESIGN GROUP NEEDED TO VIRTUALIZE ITS PLATFORM— AND SAFEGUARD ESSENTIAL PROJECT DATA—THE AMBITIOUS ENGINEERING FIRM TURNED TO RADIANT RESOURCES

The people at KMB Design Group know what it means to expand a network. As a full-service engineering solutions provider, KMB helps its clients connect, construct, and literally empower their systems through its design projects, from telecom base stations to solar panels to traditional MEP (mechanical, electrical, and plumbing). The New Jersey-based firm operates as a national organization, with offices and clients across the U.S., says Kristin Heyser, KMB partner and VP of Operations.

So in fast-paced industries like telecom and solar innovation, how does KMB stay ahead? “We focus on responsiveness, reliability, and quality,” Heyser says. “It’s what our clients expect in this constantly changing field. If a client contacts us at four o’clock on a Thursday afternoon and wants something done by the end of the day, we find a way to do it. If needed, we will have people on their site the next day. Clients tell us that the timeliness and quality of our work are far above that of our competition.”

It’s no wonder that KMB would hold its own vendors to the same high standards. When it came time in the summer of 2012 to virtualize KMB’s server, storage, and backup solutions, responsiveness was essential. “The dependability of our system is

number one. The ability to easily access our project files and databases is key to serving our clients,” Heyser says. Despite existing service contracts with other IT providers, KMB turned to Radiant Resources because they were able to dispatch someone “within minutes” and “they came in and really nailed it with us,” she says. “They gave us options; they didn’t pressure us. It was exactly what we needed.

“We were very impressed with the responsiveness from a firm we didn’t have a service contract with,” she continues. “Radiant really went the extra mile. And it was not just that one time—this was the beginning of a relationship with Radiant Resources, and they have continued to impress us.”

### Better, Then Bigger

Heyser says KMB is at a transition point in its development—one reason the partnership with Radiant has been so timely.

KMB’s principals had worked together for years before incorporating in 2008. KMB has grown to be a national company with international clients—doing business in 49 states as well as Europe—but only recently has it focused on promoting its national brand. That includes a larger presence at



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# Turn-Around and Go!

- Operating across the US, KMB Design Group provides engineering design services and manages projects for its clients in the areas of telecom, solar, and MEP Engineering.
- KMB recognized that it needed to update its technology platform—and sought the highest level of responsiveness and reliability in a partner.
- Radiant Resources developed a robust virtualized server, storage, and backup plan that allows KMB to focus on its expansion in the fast-paced world of engineering.
- Radiant Resources virtualized KMB's 22 servers down to three, creating a stable foundation for growth.



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trade shows around the country, as well as new offices in Boston, Chicago, and Texas, plus a presence in California, all within the last 18 months.

Yet before this growth could accelerate, Heyser knew KMB had to shore up its assets—particularly its IT assets—at home. An upgrade was an essential element of Heyser's growth plan. “But we weren't really sure which way to go,” she says. “There's value to ‘the cloud,’ there's value in having equipment on site. We needed someone to help us decide what was best for us.”

## First On The Scene

Last June, as Heyser was formulating a strategy, a local electric power outage highlighted the urgency of the situation. “One of our servers went down and was slow in coming back on. This impacted our ability to work,” said Heyser. When no other vendor or provider could help in time, Radiant came through in KMB's moment of need. “They dispatched an engineer who literally stayed overnight and got everything back up and running,” Heyser says.

From there, KMB enlisted Radiant Resources for a long-term solution that could grow with them. “We took what Radiant had to offer and that's really driving us to the next level,” Heyser says. “We're moving away from some old-school practices, like using tape backups—we've virtualized all our systems. We've gone from 22 servers to three, which is huge. That affects everything from the HVAC required in the server room to the space and management time we need.”

And, of course, she remains grateful for that first act of triage—and the responsiveness that averted a much worse outcome. “Had it been down much longer, and had Radiant not come in and addressed the situation as quickly as they did, the impact could have been bad,” Heyser says. “It could have threatened our responsiveness.”

## Solid Foundation, Unlimited Future

With its new virtualized environment in place, thanks to Radiant Resources, Heyser can look ahead confidently. “Everything that Radiant has done needed to be done before we could move forward,” she says. “They've allowed us all to sleep better at night, knowing that we have a very reliable system. They've gotten us to the point where we now can take the next steps.”

Those include bolstering KMB's expanding presence by enhancing remote access for its satellite offices and mobile technology for the field. Tablets and cloud storage allow staff to complete electronic field forms on site and get information to the home office while employees are still en route. That's crucial to enhancing the firm's hallmark responsiveness as it grows. Heyser says Radiant may play a role in those developments, as well, and looks forward to growing, together.

“I have nothing but positive things to say about Radiant,” she says. “They're very easy to work with and always get us what we need when we need it. They're incredibly responsive—and reliable.”

  
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