



A Strategic IT Partnership That Helped Support Growth With Responsive, Reliable Expertise

Over several years, FTI helped support infrastructure growth with proactive service and a true partnership approach.

Services: Managed IT Services, IT Consulting & Projects

Executive Summary

Sam Hill and Sons needed an IT partner that could do more than respond to issues as they arose. Over a multi-year relationship, FTI Services provided responsive, proactive support and helped the business build and scale its IT infrastructure. By working as a true partner and keeping the client’s interests first, FTI delivered reliable expertise that made a meaningful difference in daily operations.

Challenges

- As the business evolved, its IT infrastructure needed to be built and scaled to support ongoing operations.
- Leadership needed an IT partner that could stay responsive, helpful, and proactive over a multi-year relationship.
- The organization needed dependable outside expertise that kept business interests front and center.
- Managing technology across changing business needs required consistent guidance and reliable execution.

Solutions

- A long-term IT partnership gave the client dependable guidance instead of one-off, reactive support.
- Proactive service delivery helped address IT needs early and maintain momentum as infrastructure expanded.
- Strategic infrastructure support helped the business build a stronger foundation for growth and change.
- Partnership-led recommendations ensured technology decisions remained aligned with business priorities.
- Consistent expert support improved confidence in both everyday IT operations and longer-term planning.



“I’ve partnered with FTI Services for several years across multiple businesses, and I can confidently say their team is outstanding. Their customer service is top-tier — always responsive, helpful, and proactive. What sets FTI apart is how they work in true partnership with us, consistently keeping our best interests in mind as they help build and scale our IT infrastructure. Their reliability and expertise have made a meaningful difference in how we operate. Highly recommend FTI to any business looking for a trustworthy, strategic IT partner.”

Doug Otten
Sam Hill and Sons

FTI’s Approach

Key Actions

- FTI worked with the client over several years, providing continuity and support across multiple business contexts.
- The team delivered responsive, helpful service and stayed proactive in addressing day-to-day IT needs.
- FTI approached the engagement as a true partner, aligning recommendations to the client’s best interests.
- They supported planning and execution needed to build and scale IT infrastructure as requirements evolved.
- FTI combined reliability and expertise to guide decisions and strengthen ongoing operational support.

Results

- The client gained a trustworthy, strategic IT partner they could rely on over several years.
- Responsive, proactive support improved the service experience and reduced friction in day-to-day operations.
- FTI’s reliability and expertise made a meaningful difference in how the organization operates.
- The business was better supported as it built and scaled IT infrastructure to meet evolving needs.
- The strength of the partnership led to a strong endorsement for any business seeking dependable IT guidance.

Build a Stronger IT Partnership

If you need responsive support and strategic IT guidance, FTI can help you build with confidence.

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(805) 865-7366

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