



Interplay Engineers Scalability for Four Peaks Environmental Science & Data Solutions

client

Four Peaks Environmental Science & Data Solutions

challenge

Scaling business IT demands were cutting into time needed for tasks to grow the business.

solution

Interplay provides friendly Help Desk and IT support, with strategic advice that helps Four Peaks make better IT decisions and sharpen their competitive edge.

Four Peaks Environmental Science & Data Solutions provides scientific and engineering services that help resource management companies maintain the Pacific Northwest's uplands, floodplains, and wetlands. Every day, Four Peaks leverages technology to deliver compliant, data-driven scientific analysis that solves issues for management facilities of our area's water resources, fisheries, and hydropower.

As environmental software experts and custom developers, Four Peaks knows what they're doing when it comes to IT. In fact, they successfully managed their business IT in-house for years without issues. However, when they found themselves overwhelmed by IT management tasks that were taking over the resources Four Peaks needed to devote to growing the business, they knew they needed to call in a helping hand.

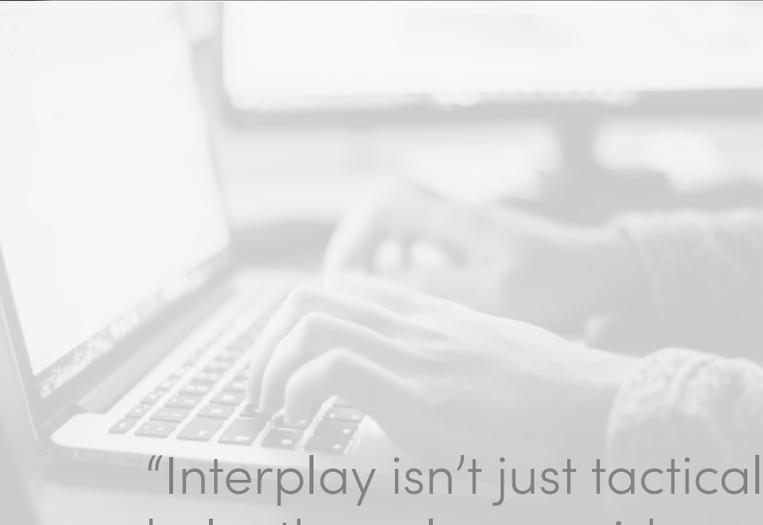
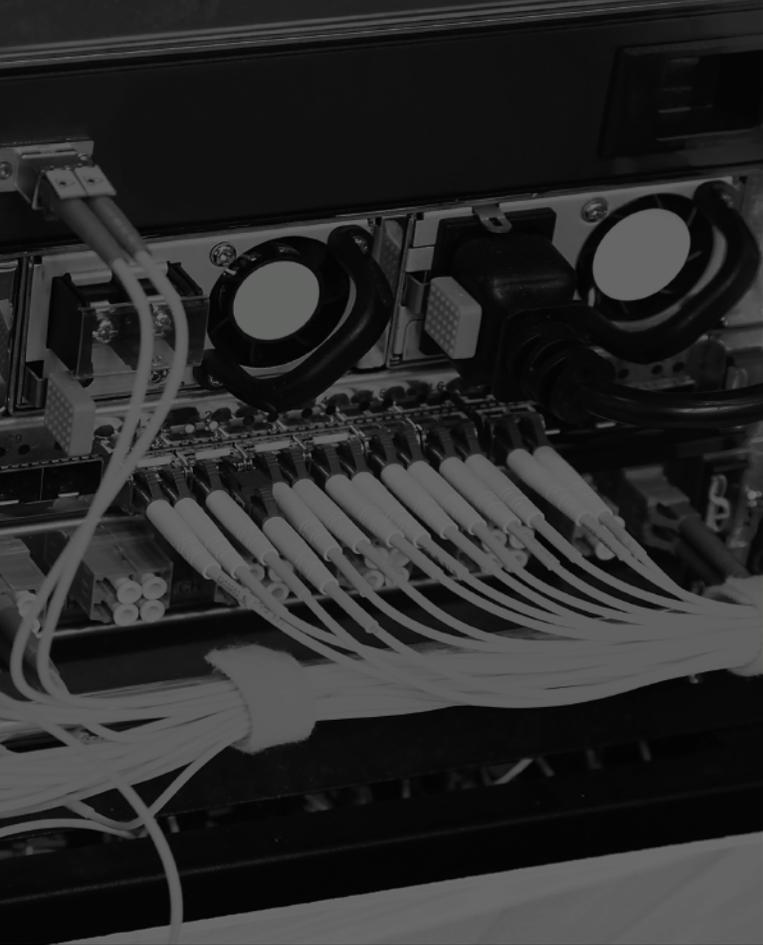
Interplay's Fast, Friendly Support Keeps Consulting Profitable

Four Peaks was looking for an IT provider that would proactively take away the day-to-day minutiae of tech management without handholding, and that would cheerfully handle frequent IT Help Desk requests.

"When I had to handle IT Help Desk requests, I probably sounded annoyed," laughed Sam Haffey (MENG, PE), Principal Engineer and co-founder at Four Peaks Environmental Science & Data Solutions. "Across the board, everyone says that Interplay's techs are nice, helpful, and patient. They're good at working with people."

This level of friendliness is important because it's critical that employees feel comfortable asking for help immediately. Even something small like an email connection issue can significantly impact Four Peaks's revenue-generating capabilities. As Sam stated, "As a consulting company, we sell our time. If my employee's email doesn't work, they can't work. They can't sell their time until the problem is fixed."

"Interplay handles literally everything [for business IT] that would otherwise come across our plates," explained Kevin McCraney (MSIM), Data Engineer at Four Peaks Environmental & Data Science Solutions.



“Interplay isn’t just tactical help; they also provide a **strategic component.**”

- Kevin McCraney, Data Engineer at Four Peaks Environmental & Data Science Solutions

Interplay Makes Scalability Possible for Growing Businesses

Four Peaks also appreciates that Interplay “completely takes away the day-to-day nonsense of infrastructure management,” said Haffey.

“As your company scales, the number of IT issues you face scales too,” Haffey continued. “At a certain point, it becomes a constant stream of things that go wrong with IT. We wouldn’t be able to scale our business more if Interplay wasn’t there providing IT help.”

Aside from Help Desk assistance, the Interplay team also handles email, chat software, hardware sourcing, and spinning up new employees for an instant home-office set up, as well as larger projects like cloud migrations.

All of these services are critical – yet all of them required too much time and energy from Haffey and McCraney before Interplay came on board. As Haffey says, “I don’t remember how I ran the business without Interplay.”

Not Just an IT Firm, but a True Business Partner

“Interplay isn’t just tactical help; they also provide a strategic component. They help set us up for success as we move into different service areas or experience new requests from clients that we didn’t anticipate, such as technology, security, or compliance expectations,” said McCraney.

Haffey explains: “As an example of this, our hydropower utilities clients will have cybersecurity requirements as well as natural resource mitigation needs. Because Interplay helps us meet our clients’ needs and comply with their restrictions, we can serve our customers better.” Interplay also provides a knowledgeable resource for trustworthy advice about handling IT better on a business level. “There’s a lot of tech you haven’t heard of,” said McCraney. “Interplay helps us generate a direct, tangible business case for IT investments.”

“When I hired Interplay, I knew I needed Help Desk and IT support day to day, but I didn’t expect to get real strategic guidance that helps us chart how we use IT to benefit the business,” said Haffey. “They really are a true business partner, not just an IT firm.”