SECUREWON
Protecting Possibilities

CASE STUDY

E.M. Duggan Inc. is one of New England's most respected mechanical contractors, delivering expert plumbing, sprinkler, HVAC, and water treatment services across commercial, residential, and industrial projects. With nearly 500 employees across four locations, the company has built its reputation on reliability, craftsmanship, and showing up when it matters most.

But behind the scenes, their IT environment wasn't keeping pace. After years of slow response times, surprise capital projects, and cybersecurity that lacked a strategic approach, E.M. Duggan was done settling for managed service providers who didn't take ownership. They needed a true partner. That's where SecureWon came in.

⚠ The Challenge

With just two internal IT staff responsible for every device, all helpdesk requests, and each system across four locations, E.M. Duggan's internal team was stretched thin. The company had worked with multiple managed service providers over the years, but the results were consistently frustrating:

- Slow response times and poor accountability
- A reactive approach to IT projects, with large capital expenses appearing without warning or planning
- Cybersecurity treated as an afterthought, leaving known vulnerabilities unaddressed
- No real sense of partnership or shared ownership over the environment

What E.M. Duggan needed was a true co-managed partner who would take ownership and operate as an extension of their team.

"SecureWon were able to guide and advise us on how to better increase our productivity at E.M. Duggan. I never feel like SecureWon is trying to replace me."

Max Romanoff - E.M. Duggan Inc

What Sets Us Apart

“SecureWon delivers exceptional IT services! Their team is professional, knowledgeable, and highly attuned to the current cybersecurity landscape. They provide tailored recommendations to meet each client’s unique needs. Highly recommend them for IT assistance!”

Geno Gingras,
IT Director, Town of Rockland

The SecureWon Approach

SecureWon came in and did what any strong partner should do first: elevated the full IT environment. Rather than jumping straight to solutions, the team started with a comprehensive security vulnerability assessment, documenting known risks and laying out a clear, prioritized remediation roadmap.

From there, SecureWon and E.M. Duggan got to work:

- **Network Infrastructure:** SecureWon replaced E.M. Duggan’s aging network with an entirely new Cisco infrastructure across all four locations, featuring enterprise-grade switches, enterprise-grade firewalls, and triple-redundant connectivity with two ISPs, Starlink, and cellular failover.
- **Cloud Environment:** SecureWon designed and continues to build out E.M. Duggan's Microsoft Azure environment, making their systems more secure, scalable, and operationally efficient. A custom 800TB storage environment was also designed and implemented to support the company's operational demands.
- **Co-Managed IT Support:** SecureWon took full ownership of E.M. Duggan's servers, storage, and network under a co-managed model. This includes proactive monitoring, management, and accountability, not just reactive support. The internal IT team now has a real partner backing them up.
- **Backup and Disaster Recovery:** SecureWon actively manages E.M. Duggan's backup and disaster recovery environment, ensuring business continuity is never left to chance.

When It Really Counted

All partnerships get tested in moments of pressure. When E.M. Duggan opened a new location in New Hampshire and a firewall issue threatened to cause significant operational disruption on a Monday morning, SecureWon's team stepped up without hesitation.

Two engineers worked through the night and over the weekend, roughly 80 hours combined, to bring the new site online. When Monday arrived, E.M. Duggan was running.

That level of responsiveness is part of SecureWon’s ongoing commitment. SecureWon has worked Fourth of July weekends, late nights, and early mornings for this client. It's what showing up actually looks like.

The Results

Every solution SecureWon has designed and implemented for E.M. Duggan has been part of a planned roadmap. That means predictable budgeting, no surprise capital projects, and no scrambling. The results delivered measurable operational improvements:

- **Security posture strengthened** through a full vulnerability assessment and structured remediation
- **Network modernized** across all four locations with enterprise Cisco infrastructure and redundant connectivity
- **Cloud environment** built and optimized with Microsoft Azure for greater security and efficiency
- **Operational pressure** was reduced for the internal IT team, which now has a reliable co-managed partner behind them
- **Uptime protected** with proactive monitoring, managed backups, and disaster recovery planning
- **End-to-end ownership** of the enterprise IT environment, with SecureWon accountable for outcomes, not just tasks