A One-Man IT Shop Left MDS Builders Without Backups or Cyber Insurance. GiaSpace Fixed Both.

The Boca Raton construction firm lost data to malware and could not qualify for cyber insurance. GiaSpace rebuilt the systems on budget and got the policy approved.



THE SHORT VERSION

MDS Builders is a commercial construction firm founded in 1989 in Boca Raton, Florida, with offices in Austin and Cleveland and 45 employees. Its IT was one independent contractor: affordable, competent, and often unavailable. The systems were past end of life, security was missing, and when malware hit, critical data was lost. When MDS applied for cyber insurance, it could not answer the questionnaire. A mutual client referred it to GiaSpace, which replaced the unsupported systems on an approved budget, closed the security gaps, and got the policy approved.

AT A GLANCE

CLIENT
MDS Builders, Inc.

INDUSTRY
Commercial construction

LOCATION
Boca Raton, Florida; Austin; Cleveland

FOUNDED
1989, 45 employees

CLIENT SINCE
2022

CONTACT
David Pain, CFO

SERVICES
Managed IT and cybersecurity

1 Person

The whole IT department for 45 employees, before GiaSpace

Approved

The cyber insurance policy MDS could not qualify for

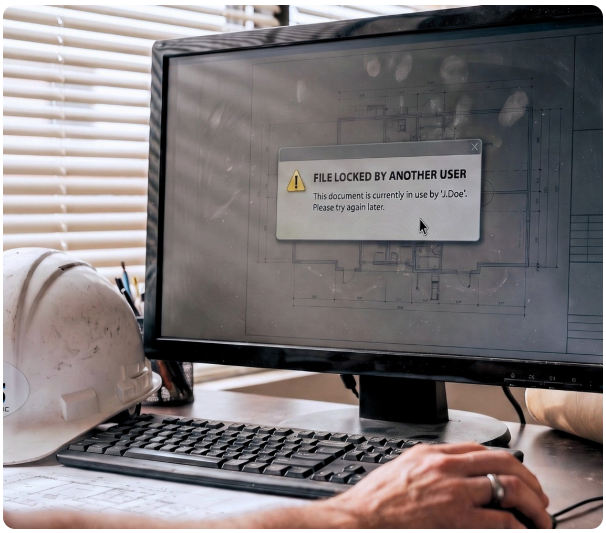
0 Surprises

On the implementation invoice, in the CFO's own words

What Happens When Your Whole IT Department Is One Person?

MDS Builders had grown to 45 people across three states on the strength of one independent IT contractor. He was affordable and his work was generally fine. He was also frequently unavailable, and when he was out, nothing moved.

The deeper problem was what he had been telling them. The servers and software were past end of life. Security was missing. Backups were weak. His advice was that the systems were adequate. Then malware got in, and critical data was gone. Leadership asked him to expand his team. He declined.



The morning the files locked. With weak backups, the data did not come back.

01 **No Backup to Call**
One contractor, often unavailable. When he was out, the firm waited.

02 **End-of-Life Systems**
Servers and software the vendors no longer patched.

03 **Malware and Lost Data**
An attack hit the servers, and critical business data was lost.

04 **No Cyber Insurance**
The insurer asked about MFA, EDR, and scanning. Nobody could answer.

"One person handling it all was not good. If something happened to him, we would have been offline for a while."

DAVID PAIN, CFO, MDS BUILDERS

Why Did MDS Builders Choose GiaSpace?

A mutual client made the introduction. GiaSpace assessed the environment, explained what had to change and why, and put a price on it before anything started. David wanted a contract that stated the monthly charge and what it covered, with no unauthorized invoices afterward. That is what he got.

"I like the business model GiaSpace has. They're different from most IT companies. GiaSpace has done exactly what they said they would do."

DAVID PAIN, CFO, MDS BUILDERS

What Did GiaSpace Do for MDS Builders?

Two projects, in order: replace what the vendors had stopped supporting, then make the firm insurable. GiaSpace now manages MDS's IT and cybersecurity across all three offices.

01

INVENTORY AND PLAN

Counted It, Then Priced It

A full inventory, then a plan and budget for David's approval.

02

OVERHAUL

Replaced the Old Systems

Unsupported systems out, modern ones in, on budget.

03

CYBERSECURITY

Closed the Security Gaps

Fixed the vulnerabilities, added backups, answered the insurer.

04

ONGOING

A Team, Not a Guy

Managed IT across all three offices at a set monthly fee.



Before: three servers on a wire shelf, tapes in a box, one name allowed to touch any of it.



The inventory and the budget, approved before the first box came out.

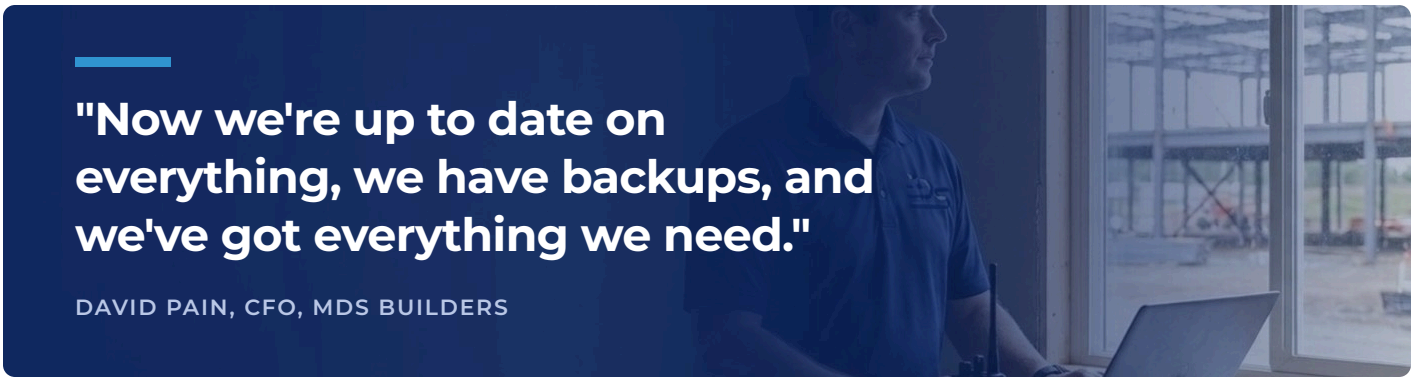
The overhaul finished within the approved budget. "They did everything they said they were going to do," David said, "and I got no surprises on implementation."

"I went to my IT guy, and we couldn't get any answers. We couldn't even qualify."

DAVID PAIN, CFO, MDS BUILDERS, ON THE CYBER INSURANCE APPLICATION BEFORE GIASPACE

What Changed for MDS Builders

AREA	BEFORE GIASPACE	WITH GIASPACE
IT Support	One contractor, often unavailable, no backup to call	**A managed team across all three offices**
Systems	Past end of life; no vendor patches or fixes	**Replaced, current, and supported**
Backups	Weak; critical data lost to malware	**In place and managed**
Cyber Insurance	Could not qualify; no answers to the questionnaire	**Policy approved**
Billing	Cheap, until the band-aids gave out	**A stated monthly charge, a budgeted project, no surprise invoices**



"Now we're up to date on everything, we have backups, and we've got everything we need."

DAVID PAIN, CFO, MDS BUILDERS

Is Your Whole IT Department One Person?



Tell me what you are running and when it was last updated. A 15-minute fit call is enough to tell you what is past end of life, whether you would qualify for cyber insurance, and what it would cost to fix. No pitch.

Book your 15-minute fit call at
gainesville.giaspace.com/schedule-expert-it-support-with-rob-giannini-giaspace-booking
or call (352) 309-2208

ROB GIANNINI, FOUNDER AND CEO, GIASPACE