



## CASE STUDY

# Two Decades Of Network Administration Backed By Fast, Reliable Support

Long-term support is built on quick problem resolution and consistently dependable service delivery.



<1 Hour Average Response Time



25+ Years In Business



98 Percent Client Retention Rate



>95 Percent Of Issues Resolved  
On The First Call

## Overview / Summary

Since 2001, MNK Architects has partnered with Hardin Technology for ongoing network administration services that support everyday operations. Over the years, this relationship has been built on support the firm can turn to whenever technology issues appear.

MNK Architects has come to rely on Hardin Technology to resolve IT problems quickly, describing the team as very professional and easy to count on.

That confidence is reinforced by consistently reliable service, which has helped make the partnership a long-term fixture for the firm.

## Business Challenge & History

MNK Architects needed technology support that could keep their practice running without interruptions.

- The team required assistance that delivered quick turnaround on issues, allowing staff to stay focused on project work.
- Any partner had to offer service that felt dependable day after day, rather than inconsistent or delayed.
- With every problem directed their way, the firm needed guidance capable of handling the full range of technical demands they encountered.



*“MNK has found Hardin Technologies to be very professional, and we can always count on them to provide fast and reliable service.”*

Rodney Kroeger, Vice President, Moore Nordell Kroeger Architects, Inc.

## The Solution

Hardin Technology supported MNK Architects with network administration that remained steady and adaptable over the years.

- Each request received attention backed by professional follow-through, creating a sense of confidence in every interaction.
- The team delivered service marked by consistently quick responses, helping the firm address issues without extended downtime.
- By taking on every problem brought to them with reliable day-to-day support, Hardin Technology became the group MNK Architects depended on for uninterrupted operations.

## The Benefits or Outcomes

Working with Hardin Technology gave MNK Architects a dependable source of support that kept their systems steady.

The firm benefited from fast attention to issues, along with service that remained reliable whenever problems surfaced, creating a smoother workflow and fewer interruptions throughout their day.

## Going Forward

MNK Architects continues to rely on Hardin Technology for support that remains consistent and attentive, helping them maintain confidence in their daily technical operations.

### Enhance Your Network Stability With Trusted Administration And Support

Keep your environment running smoothly with responsive network oversight designed for daily dependability

[Get Help Now](#)

