

**CASE STUDY****Steel Point | Cloud Confidence and Compliance Made Simple with Nortec**

When Steel Point set out to modernize their technology and strengthen compliance, they wanted a partner who could simplify the process and deliver results that made everyday work easier. Nortec stepped in with managed helpdesk support, cloud expertise, and responsive service that gave their remote team the tools and confidence to thrive.

**CLIENT:** Steel Point Solutions**INDUSTRY:** IT consulting & technology services**LOCATION:** Calverton, MD**SERVICES:** Digital transformation, cybersecurity, training, advisory & enterprise IT solutions**About Steel Point**

Steel Point is a digital solutions firm focused on transforming how clients operate through secure, configurable technologies that integrate with existing systems. They deliver scalable platforms that eliminate inefficiencies, improve visibility, and enable real-time decision-making, helping organizations work smarter and faster.

**The Challenge**

Before partnering with Nortec, Steel Point faced a few key challenges:

- Manual, time-consuming processes for IT support and device management
- Disconnected tools that made remote support more complicated
- Increasing compliance requirements with no unified system in place
- Slower response times to user issues

They were looking for a partner who could refresh their infrastructure, streamline remote operations, and help them confidently transition to a cloud-first environment.

**The Nortec Solution**

We began by taking a close look at how Steel Point's team worked—identifying their daily challenges, compliance needs, and opportunities to simplify their environment. From there, we designed a solution that delivered both immediate improvements and long-term scalability. Here's what we implemented:

- **Cloud Solutions & GCC Setup** to create a secure, compliant Microsoft Government Community Cloud environment.
- **Asset Tagging & Management** to keep track of all devices, ensuring visibility and accountability.
- **Conditional Access Policies** to protect company resources by allowing only trusted devices and users.
- **Managed Helpdesk Services** to provide reliable, responsive support for their remote workforce.
- **Splashtop Remote Support** to enable fast, hands-on troubleshooting from anywhere.
- **Clip Training & Demos** to help the Steel Point team quickly adapt to new tools and workflows.

Throughout the process, we maintained open, ongoing communication—meeting regularly, staying flexible to shifting needs, and ensuring the rollout stayed smooth from start to finish.

**The Result**

Since partnering with Nortec, Steel Point has achieved a complete technology refresh that supports their modern, remote-first operations. Now, they enjoy:

- A secure, compliant cloud environment that supports remote work with confidence
- Streamlined IT management and faster issue resolution
- Better control over devices, users, and access
- A trusted technology partner who's responsive, dependable, and proactive
- More time to focus on their clients, without worrying about IT issues

Steel Point rates Nortec's support a **10 out of 10** for responsiveness, collaboration, and results.

**What Steel Point Loves About Working with Nortec**

"Nortec has been fantastic, responsive, honest, and genuinely easy to work with."

"Every time we ran into something unique, they had a thoughtful solution ready. Nothing ever got brushed aside."

"Their Microsoft expertise and ability to demo solutions helped us make faster, smarter decisions."

**Contact Us**

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