

Strategic IT Growth for Jack-It with Protek

CLIENT: Jack-It, Inc.



INDUSTRY: eCommerce and Specialty Retail

LOCATION: West Valley, Utah

SERVICES: Aftermarket truck accessories, off-road equipment, and suspension systems

Background

Jack-It, Inc. began as a small company operating out of a modest warehouse in West Valley, Utah. With a focus on aftermarket truck accessories and off-road equipment, they quickly gained a loyal customer base. As demand grew, Jack-It needed to scale their operations and online presence to meet customer expectations.

Challenges

- Limited physical space and IT infrastructure.
- Need for seamless transition to a larger facility.
- Growing employee base requiring scalable network solutions.
- Expansion of online capabilities to support eCommerce growth.

Protek's Solution

Protek partnered with Jack-It to facilitate their expansion and digital transformation.

Key initiatives included:

- Seamless IT transition to a new facility four times the original size.
- Wiring and configuring the new space for a safe and efficient IT environment.
- Strategic network upgrades to support increased online traffic and eCommerce operations.
- Scalable infrastructure to accommodate a quadrupled workforce.



The Results

- Successful relocation to a larger facility with little to no downtime.
- Enhanced IT environment supporting operational efficiency.
- Robust eCommerce system driving online sales growth.
- Employee base grew astronomically with seamless onboarding and IT support.

Impact

Protek's strategic involvement enabled Jack-It to scale both physically and digitally. Our expertise in IT infrastructure ensured a smooth transition and laid the foundation for continued growth in the competitive eCommerce and specialty retail market.

CLIENT TESTIMONIAL



“First and foremost, Eric and his team of skilled professionals is highly knowledgeable in all aspects of computer security. They possess an extensive understanding of the latest threats and vulnerabilities, and their ability to proactively identify and mitigate risks is truly remarkable. Their dedication to staying up to date with the ever-evolving landscape of tech security is truly commendable.”

Todd Thatcher

Jack-it Inc
CEO



Beehive Brick and Stone Stays Productive With Rapid IT Support

Protek keeps this specialty building supplier connected without the wait.

CLIENT: Beehive Brick and Stone



LOCATION: Sandy, Utah

INDUSTRY: Retail building materials and garden supplies

SERVICES: Brick, manufactured stone, natural stone, pavers, hardscape tools, showroom, and delivery support

Executive Summary

Beehive Brick and Stone needed reliable IT support that responded fast and treated every issue with care. Protek delivered consistent help from a team known for respect, patience, and technical know-how.

Challenges

- Needed a responsive partner who answered calls directly
- Wanted respectful support that didn't dismiss smaller issues
- Valued long-term consistency with familiar staff and helpful communication
- Required help desk support for both hardware and software problems

Protek's Approach

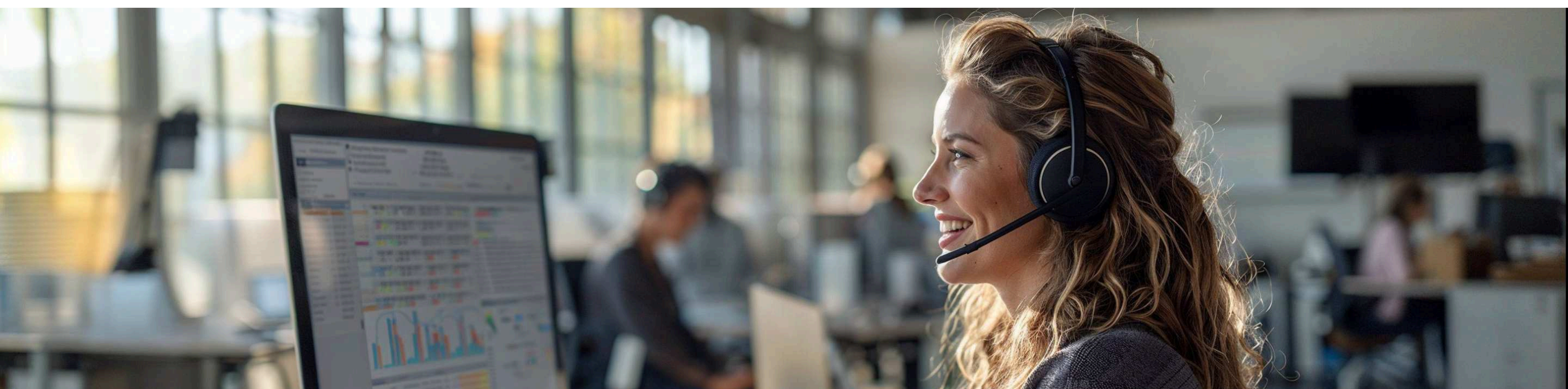
Protek delivered a dedicated support experience focused on accessibility and respect at every level of the company.

Key Actions

- Answered calls live, reducing the need for callbacks
- Built trust by resolving a wide range of technical issues
- Maintained a helpful, kind attitude

Solutions

- Support remained consistent and accessible across all departments
- Staff treated every issue with equal importance
- Response time stayed quick, even during busy periods



The Results

- Beehive Brick and Stone staff reached tech support on the first call nearly every time
- Protek became a trusted partner over a 9-year relationship
- The business stayed productive with dependable help for both simple and complex issues

Looking for an IT support team that always picks up the phone?

Protek delivers responsive, respectful IT helpdesk services from real people who solve real problems.
[Contact us](#) today.

CLIENT TESTIMONIAL



I have worked with **Protek Support** now for the last 9 years and have found them to always treat me with kindness and respect. No matter how simple or complex my computer hardware or software issues have been. From the receptionist to the techs, I have only the very best to say about them. I have been very lucky that almost every time I call in I can reach one of the techs without even a call back. My experience has been nothing but the absolute very best.
Thanks **Protek** for all your support.

Alan Kirk



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