



UPPER
MACUNGIE
TOWNSHIP

THE CLEAR CHOICE WHEN DECIDING TO MAKE A MOVE

Known for its friendly neighborhoods, a top-rated school district, beautiful parks, and established companies, Upper Macungie Township is the perfect place to live, work and play. Founded in the early 1700s by German settlers, the influence of the rich heritage and culture of the Pennsylvania Dutch is still highly visible today.

Centrally located with convenient access to major roadways, Upper Macungie Township certainly provides its residents with some quality choices. The Township is a blend of recreational areas, working farmlands, modern commercial parks, and welcoming residential communities. Shooting up from its roots in agriculture and manufacturing, Upper Macungie now consistently ranks among the fastest-growing areas in all of Pennsylvania.

What separates Upper Macungie from many of its neighbors is the ongoing commitment to preserving a larger percentage of the community to open space. Aside from the vast areas of enjoyment it offers its residents, it is their way of



honoring traditions and helping to ensure a cleaner, greener environment for future generations to come.

We began our relationship with Upper Macungie township back in 2014 when we were chosen to install and service the township's phone system.

From there, ET&T has provided the support, guidance, and equipment needed to maintain the reliability of their telecommunications network.

When the time came to move their phone system forward, we were tasked with managing the upgrade of their Mitel system so they could ideally embrace emerging technologies.

Throughout our lengthy partnership with Upper Macungie Township, we knew another solution provider was managing their computer networks. Although we believed we could support their data network and deliver more reliable IT services, we respected their choice to remain loyal to one of their vendors. Being a full-service technology provider, we knew it would be better to have one experienced team monitor both their voice and data to help eliminate potential finger-pointing.

"We are extremely impressed with the quality of care that ET&T delivers. Since choosing them as our IT services vendor, reliability and responsiveness are no longer an issue. We really appreciate how quickly they react and readily resolve any issue that comes their way."

Kal Sostarecz
Assistant Township Manager
Upper Macungie Township

Calling On A Friendly Neighbor

Whether it was our reputation, our familiarity with the township, or our persistence, ET&T is grateful that Upper Macungie trusted us to fill the void left by others. They were seeking greater consistency of service and far better responsiveness. They had a strong interest in staying informed with more frequent communication and knowledge sharing. Ultimately, they were looking for ET&T to be the proactive IT service team they needed when they chose to hand us the keys.

Now as their Managed Services Provider, we have virtually moved into the neighborhood and unpacked some high-quality services. When IT issues arise that need attention, our 15-minute guarantee means someone will immediately reach back out to Upper Macungie personnel to determine the appropriate action plan. And having 24/7/365 remote support or on-site assistance to quickly address concerns when needed is certainly a favorable amenity.

"ET&T's entire team has been attentive, friendly, and helpful since day one. They are very skilled and always do a terrific job in assisting our staff. Their patience, persistence, and consistency are refreshing, and we are grateful to have them as our trusted partner."

- Kal Sostarecz

Once we were settled into the new digs, we went to work on necessary renovations, adding infrastructure equipment to better control access to any sensitive information. As their new proactive partner, we are constantly monitoring, updating, and protecting the networks they rely on. Whether it's necessary patch management,

spam-filtering, or data backup tasks, we give attention to the entire IT system.



Upper Macungie Township also wanted us to open up our toolbox and build them an enhanced security platform. So along with our next-generation, AI-based, antivirus solution, they are also benefiting from multifactor authentication and password management options that provide them with an extra layer of protection.

Our comprehensive managed IT services help to keep Upper Macungie team members productive, secure, and free of the burden of worrying about their IT networks. And our new expanded partnership finally allows them to put the complete management of all their business communication technology under the same roof.

RESULTS ACHIEVED BY CHOOSING ET&T'S MANAGED IT SERVICES

- Immediate Response and Local Support
- Greater Full System Security
- Routine Maintenance Schedule
- Regularly Scheduled Visits
- Comprehensive System Reports
- Improved Cooperation and Communication
- IT Environment Stability

Consult with an ET&T solutions expert today. Discover how we can help improve all your essential communication networks.