



# About Bay Cities Paving & Grading

Bay Cities Paving and Grading, a family-owned heavy highway civil construction company, has proudly served the San Francisco Bay area since 1964. They are a full-service provider for road and freeway projects, which includes paving, sanitary, storm, and water work. Bay Cities' standard of excellence in both the public and private sectors has established their record of providing quality work and completing projects on schedule and within budget for their clients.

## History

In 2019, Bay Cities recognized their need for a new managed services provider. Their current MSP was a small company of 3-4 engineers, demonstrating inconsistencies in response time and "band-aid fixes" as opposed to real solutions to problems. In addition, they were not the true partner that Bay Cities was searching for. In 2019, Bay Cities chose Meriplex as their new Managed Services Provider in order to have a partnership that felt like an extension of their team. Meriplex offered a hands-on approach that Bay Cities had been seeking, in addition to a larger pool of resources, regular meetings and business reviews, and dedicated account management with familiarity in the construction and engineering space. Bay Cities was very pleased with their 2+ years of partnership with Meriplex as their MSP, and in early 2022, Meriplex would prove their value when Bay Cities encountered a situation with a potentially devastating disaster to their company, workflow, and reputation. As a result, Bay Cities would learn the strength of their organization and their Managed Services Provider, Meriplex.

## An Unexpected Crisis

February 1, 2022 was a critical day at Bay Cities Paving, as their top executives had been working diligently to finalize and present a \$40 Million bid to a prospective client. At approximately 4:30 a.m. on Tuesday, February 1, Ruby Athwal, CAO at Bay Cities, received a phone call from the local police and fire department notifying her of a fire in the Bay Cities building. Aware of the severity of this situation, they would need to access the information for their bid, Ruby immediately put in a ticket to Meriplex to alert them of the fire. Since it was early in the morning and having never experienced an emergency such as this, she wasn't sure how quickly Meriplex would respond and reached out to her Technical Account Manager as well. Because of the Technical Account Manager's expertise, he already had a plan - to retrieve the backup files, save each of their servers, and get them moved and reconnected as quickly as possible.

Ruby recalls the morning as being one of sheer chaos. The Bay Cities building was crowded with people, including the fire department, police, Meriplex engineers, and Bay Cities employees, working to extinguish the fire, save their servers, and salvage everything possible. Because of Bay Cities' dedication to providing bids, during this time, the President had to put his trust in Meriplex in order to save their servers and the fire department to save his building, while he and his team focused on the \$40 million bid. Although the "bid room" was in a different building, their program for this (Heavy Bid) lived on their server and ability to have stable internet, therefore making it critical for Meriplex to retrieve and save.



"This was the first time we ever had to go back for an important file, and Meriplex came through!"



**Critical Timing:**  
Executives were finalizing a \$40 million bid.



**Meriplex Actions:**

- Retrieved backup files.
- Saved and reconnected servers.
- Provided a stable internet connection.

**Outcome:** Despite the fire, Bay Cities managed to submit their bid using a single laptop and the "stand-alone software."

## A True Team Effort

Ruby was thankful that Meriplex had encouraged them to purchase Datto to back-up their files. Because of this, Bay Cities had the reassurance that approximately every 15 minutes everything was being backed up. Meriplex was able to get a new internet line run to the building so they could have a stable and quick internet connection, more than just a Hot Spot. They were able to use the "stand-alone software" and loaded the file with everything they needed to get everyone bidding. Ruby explained the typical process as being one in which everyone is on the same file, cross-collaborating at the same time. Since that wasn't possible, they had to resort to a less convenient process with one laptop in which only one person could be entering data as the quotes were coming in for the bid. Even though it was inconvenient, it was the best-case scenario for their situation, and it allowed them to complete the bidding process.

## Strength, Resiliency & Confidence Moving Forward

Ruby stated that if the Meriplex team wouldn't have reacted so quickly, "the business impact would have been significant. A bid this size gives comfort level to field personnel and our competitors. If we hadn't put in a bid that day, our competitors would have been wondering what was going on. For Bay Cities to pull off putting in a bid while our building was on fire, it showed everyone that we were fine. It's a small industry in Northern California. We only have about 10 or less direct competitors so it's very noticeable when companies aren't bidding projects. It's a big deal." By getting the bid out that day, Bay Cities showed everyone that even during an unexpected disaster just how strong their organization is.



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