Supporting a Growing, Multi-Generational Contractor with a Hands-On IT Partner

CASE STUDY

Over a decade of proactive support helping a business scale, diversify, & stay ahead of risk

PAINTech is a multi-generational contractor with deep roots in the painting industry. With over 100 years of family history behind the business, they've grown from a traditional trade into a large-scale operation handling complex, high-value projects across multiple states. Today, their work spans major hospitals, stadiums, and commercial projects—jobs that require coordination, reliability, and a level of execution that goes far beyond "painting."

Painting remains the heart of PAINTech's business and still represents the majority of their work. At the same time, the company has continued to evolve, adding complementary services like fireproofing and resinous flooring that provide new opportunities while building on the expertise they've developed over generations. By diversifying, PAINTech is building a business that's more resilient, more specialized, and better positioned for the future.

Like many long-standing businesses, PainTECH is continuously evolving—adapting their services, operations, and approach as the market changes and new opportunities emerge. That kind of growth requires the right support behind the scenes—systems that stay reliable, and a partner that can adjust alongside them without slowing anything down.

PAINTech Finish Trade Services

"Our business depends on our systems working—there's no fallback. Open Tier Systems has grown alongside us over the past 10+ years without losing the responsiveness and consistency we rely on. They stay ahead of issues, keep things running, and make sure we can deliver for our clients without disruption."

Bill Shaid, Founder & President of PAINTech

Open Tier Systems has taken a proactive approach—continuously layering in new security tools, identifying risks, and pushing for improvements. Not always the easiest conversations, especially when it comes to additional investment, but always grounded in protecting the business. PAINTech recognizes that.

At one point, they evaluated the market to ensure they were getting the right value. After comparing providers, they confirmed that Open Tier Systems not only met their expectations on service—but was competitively priced for what they deliver. That reinforced the relationship.

For PAINTech, IT isn't something they want to think about—but they understand exactly how important it is. Their business depends on it working without interruption.

Because when systems fail, it's not just an internal issue. It impacts clients, timelines, and their reputation.

That's why having a proactive, reliable partner matters. As PAINTech continues to grow, expand services, and shift how they operate, they rely on Open Tier Systems to provide the stability behind the scenes—keeping systems running, risks managed, and the business moving forward.

"We work with a lot of vendors, but Open Tier Systems stands out as a true partner.

It's common for someone on our team to ask, 'Have we talked to Open Tier about this?' before moving forward. That level of trust and involvement is what sets them apart."

Erika Perilstein, Brand and Culture Coordinator of PAINTech

About Open Tier Systems

Founded in 2006 and headquartered in Blue Bell, PA, Open Tier Systems helps small businesses thrive through better technology and stronger partnerships. For more than 20 years, we've built our business around a simple belief: technology works best when it's backed by people who genuinely care. Our clients trust us to be more than an IT provider. We're advocates, advisors, and partners who take the time to understand their goals, protect what matters most, and help them navigate an increasingly complex technology landscape. From cybersecurity and managed IT to AI and business technology strategy, we deliver expert guidance with a human touch.

It's what we call IT with HEART®—Human, Expert, Ally, Responsive, and Trusted.
Learn more at Open Tier Systems.

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