

# Building smarter, working better

MacDonald-Miller strengthened security and connectivity to power their workforce

## MacDonald-Miller Facility Solutions

<https://www.macmiller.com/>

- Pacific Northwest's leading design-build mechanical contractor with 60+ years of expertise
- Operates 11 locations and a dedicated prefabrication shop, serving projects of all sizes
- Committed to sustainability, safety, and innovation with a mission to "make buildings work better"

### Challenges

- Distributed workforce across offices, job sites, and remote locations
- Legacy VPN caused inconsistent connectivity and user frustration
- Increased security risk with cloud migration and compromised networks
- Needed a scalable, zero trust solution to support operational agility

### Solutions

- [Zero Trust Network Access](#) (ZTNA) for identity-driven security, granular access controls, and real-time visibility across a distributed workforce
- [Lumen® Managed Network Services](#) for centralized management, simplified connectivity, and improved resiliency to eliminate single points of failure

### Results

- Proof of concept deployed in under one day; full rollout completed in weeks
- 100% elimination of single point of failure for network access
- Remote engineers experienced up to 3x faster performance on large file transfers
- Strong zero trust foundation enabling secure, seamless connectivity for a distributed workforce



**<1 day  
deployment**

of proof of concept; full rollout complete in weeks

**100%**

elimination of single point failure for network access

**Up to 3x faster**

performance for remote workforce

## Challenge

### A distributed workforce and rising security risks

MacDonald-Miller Facility Solutions isn't just a mechanical contractor—it's a trusted partner in making buildings work better. With over 60 years of experience and 1,000+ employees across 11 locations, their IT team faced mounting pressure to secure connectivity for the company's highly distributed workforce.

From offices and job sites to customer networks, employees needed reliable access to cloud resources without compromising security. Legacy VPN technology created inconsistent performance, frequent disruptions, and user frustration—while exposing the organization to growing cyber security risks.

"We had a single point of failure and limited visibility," said Seth Henderson, Director of IT. "We needed a solution that could scale, strengthen security, and keep our teams productive anywhere."

As cloud adoption accelerated and security incidents loomed, MacDonald-Miller reached a pivotal moment: move beyond outdated systems and embrace a zero-trust approach to protect their people and their business.

## Solution

### Zero trust for a securely connected future

To ensure secure access and enable operational agility, MacDonald-Miller partnered with Lumen to deploy a Zero Trust Network Access (ZTNA) solution. In less than a day, the proof of concept was live—delivering identity-driven security, granular access controls, and real-time visibility through a centralized dashboard.

The rollout was seamless. "This was the smoothest deployment I've ever experienced," said Aaron Unger, Cloud System Administrator. "Within hours, we had a working solution that changed how our teams connect."

By replacing legacy VPN with a zero-trust architecture, MacDonald-Miller eliminated single points of failure, improved resiliency, and strengthened their security posture. The solution also positioned them for future growth, supporting multi-cloud strategies and flexible access for a workforce that never stops moving.

### Solution Set

- [Lumen® Managed Network Services](#)
- [Zero Trust Network Access](#)

"This partnership gives us confidence in our security posture and the flexibility to support our distributed workforce without compromise."

– **Seth Henderson**

Director of Information Technology,  
MacDonald-Miller Facility Solutions

## Results and Future Plans

### Built for resilience, ready for growth

With Lumen, MacDonald-Miller now operates on a secure, future-ready foundation that empowers their people and protects their business. The proof of concept was deployed in under one day, and the full rollout was completed in weeks—one of the smoothest implementations the IT team had ever experienced.

By eliminating a critical single point of failure, the solution delivered resiliency and reliability across their distributed workforce. Remote engineers reported up to 3x faster performance when accessing large architectural files, transforming productivity for teams working from home and job sites.

The adoption of zero trust architecture strengthened security posture and prevented potential compromise during a customer network attack, giving MacDonald-Miller confidence to innovate. With Lumen as a trusted partner, MacDonald-Miller is positioned for growth, ready to embrace multi-cloud strategies and deliver on their mission: making buildings work better.

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