

CASE STUDY



Microsoft Partner

Silver Midmarket Solution Provider

Hospitality Provider Engages with Valor IT Managed Services

Company Profile

Client operates several full-service restaurants throughout various states.

In response to doubling its staff in two years, this client needed to streamline information flow and business process, as well as get its global IT operations in compliance with SAS 70 requirements. Like many growing businesses Client faced many challenges in maintaining an internal IT staff including turnover and constrained IT budgets. The daily IT needs overwhelmed the IT staff to the point that addressing the daily needs prevented necessary maintenance from occurring. This led to a series of critical challenges that were presented to Valor IT. In order to allow the client to be more proactive, it was determined that the client would work with Valor IT to manage the IT department and ensure that not only the urgent issues attended to, but the maintenance necessary to continue growing occurred.

Solution

Client engaged with Valor IT in 2005 to provide Managed IT Services.

Results

Valor IT has assisted in Client's IT operations which have grown from a few restaurants to more than a few dozen restaurants over the past 3 years. Valor IT has been providing Managed Services designed specifically to meet client's needs. Valor IT NOC provided remote support to all client users, helping the Client reduce operational costs and maintaining local IT personnel, provide pro-active maintenance to reduce downtime and real-time monitoring of all critical applications to provide increased availability. Valor IT's Client manager reports directly to Client President, taking business objectives and converting into technology goals to ensure goals are met.

1. Reduced IT operational costs
2. Increased uptime with 99.99%
3. Reliable WAN connectivity
4. Global infrastructure security solution using Cisco ASA firewalls
5. Secure remote connections using IPSec VPN
6. Microsoft terminal services for remote users
7. Reliable email solutions using Microsoft Exchange Server
8. Hardware, software and licensing consistency and standardization
9. A company-wide, managed spam-filtering solution
10. Infrastructure monitoring and proactive maintenance
11. 24-7 Valor IT NOC support
12. Vendor management

The Valor IT relationship with Client has developed into a strategic partnership between the companies and helping Client focus on growing the business without having to worry about IT maintenance and growth.

Overview

Country or Region:

Arizona, United States

Industry:

Hospitality (Restaurants)

Customer Profile:

Headquartered in Arizona, USA. Client operates several full service restaurants throughout various states. Client employees 250+ people in different states.

Business Challenges:

- Reliable WAN connectivity between Headquarters and restaurants
- Email solution
- Reliable and affordable Backup Solutions
- Disaster Recovery
- Lower IT operational costs
- Secure access for remote users
- Lack of standardization