



CASE STUDY

The Manufacturing Company



Challenge

After a major geographic move, The Manufacturing Company needed a local IT provider who could both speed up and lock down their technology infrastructure, and empower their business to meet growing global demand for its food display equipment.

Solution

GXA Network Solutions installed best-in-class, scalable, robust systems that can easily be upgraded and updated. Functioning as a full-blown IT department and Virtual CIO, GXA has also freed the company to focus on core business initiatives.

Results

Underlying technology that fades into the background and just works, empowering The Manufacturing Company to realize their world-class business performance. Slashed network downtime and costs

By meshing best-in-class products with state-of-the-art technology, GXA puts world-class business performance on display.

“GXA has allowed us to focus solely on our business instead of our IT”

VP of Operations



GXA's technology experts raised the bar for Dallas manufacturing company's business.

Newly headquartered in Dallas, The Manufacturing Company manufactures display equipment for a global clientele of food retailers. For over 65 years, the company's peerless engineering and design team has created stylish, high-functioning equipment that meets the ever changing needs of growing food retailers – from single-unit operators to multi-national companies.

“Our reputation for visually appealing, quality equipment at competitive pricing is unmatched,” notes the company president, “but it is our ability to tailor any design to our customers' specific needs, along with our attention to detail and world-class customer service that has distinguished us in the foodservice industry.”

Key Challenges and Issues

The Manufacturing Company had a lot on their plate: a major move to a brand new region (From the Northwest to Dallas); bespoke engineering and design services that required cutting-edge technology; and growing global demand for their industry-leading product.

With IT critical to their design and manufacturing business, they needed a team of qualified IT experts who could minimize downtime and maximize productivity, while guaranteeing quick response times both remotely and onsite (locally).

They chose GXA Network Solutions, an advanced IT service provider who shares their service philosophy: “If we can't build it better than [competitors], we won't build it! Everything we build is the best in its class.”



Solutions

GXA gets business and immediately addressed a lack of coordination between strategic business objectives and IT initiatives that was eating away at The Manufacturing Company's potential performance.

By aligning their tech solutions with its operational goals, starting with a comprehensive problem-prevention audit, GXA was able to recommend and implement a technology plan that boosted the company's speed of operations, responsiveness to worldwide customers and internal performance metrics.

Increased long-term capacity and productivity.

The company's operations needed a technological backbone that could support their growing needs, today and well into the future. With a strong tech foundation in place, they could raise the bar on its own services and meet accelerating performance and customer service goals. With that objective clear, GXA implemented a strong, scalable and secure network infrastructure, with:

- A cost-effective hybrid Cloud infrastructure that retains key operations and data on-site, while off-loading much of their costly storage and processing needs to the Cloud.
- A robust, stable fiber Internet service that delivers faster communications, more reliably.



Streamlined collaboration and communication.

The company creates the world's finest food display equipment; that level of engineering and design excellence requires cutting-edge tech tools. GXA transitioned them to Microsoft Office 365 email and collaboration technologies to improve staff communication with each other and with clients.

Not only does first-class collaboration empower more effective teamwork internally, it enabled the company to support customer needs externally faster and more flexibly.

Protected against downtime and data disasters.

With customers in multiple time zones globally and a pressing need to meet manufacturing goals in real-time, even minimal downtime could take the company's hot performance and stop it cold. Beyond the hit to customer satisfaction, downtime is costlier than most businesses realize: most companies underestimate their true downtime costs by 200-300% (by failing to consider, for example, the "bottleneck cost" of the impact downstream the production process, or the "Band-Aid cost" of temporary fixes until permanent solutions can be implemented). GXA designed and implemented a comprehensive Cloud backup and disaster recovery solution to work hand-in-glove with the tougher IT backbone (hybrid Cloud network infrastructure and fiber Internet).



As a result, GXA protected critical business data and operations to prevent data losses, get the company back on its feet faster and more easily, and ensure business continuity.

Aligned IT initiatives with bottom-line business goals. With proven IT experts occupying the role of IT Department and Virtual CIO, GXA connects the dots between strategy and technology and shoulders the full burden of:

- Vendor management
- Equipment and network monitoring and maintenance
- IT project management

In short, GXA continuously dishes up the best technology to meet The Manufacturing Company's evolving business challenges in the food retail industry. That translates to:

- Improved ROI on tech projects
- Faster implementation times and less troubleshooting
- Improved allocation of personnel and expertise

Conclusion

The Manufacturing Company tells its own customers, "Make us prove it to you!" For their tech needs, GXA met that challenge and bested it.

The company needed an IT provider who could enable them to showcase their industry-leading service and food display equipment, and move at the full speed of business. Tasked with improving productivity, security



and bottom-line results alike, GXA Network Solutions delivered cuttingedge technology and strategy that have, in turn, unlocked the company's future potential. Says the VP of Operations, "GXA's responsiveness has been exemplary, and their staff very knowledgeable. Simply put, we highly recommend GXA."

About The Manufacturing Company

The world's most successful food retailers and foodservice operators look to The Manufacturing Company for prepared food merchandising solutions that WORK! For over 65 years, The Manufacturing Company' peerless engineering and design team has created equipment that meets the everchanging needs of growing food retailers – from single-unit operators to multi-national companies.

Our reputation for visually appealing, quality equipment at competitive pricing is unmatched, but it is our ability to tailor any design to our customers' specific needs, along with our attention to detail and world-class customer service that has distinguished us in the foodservice industry. Where others fail to meet lead times or follow through on fail-safe design, we excel on making our customers happy each time, every time.

"GXA has exceeded our expectations, and our systems are running beautifully."



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