Case Study: Nationally-known Snack Manufacturer Relies on ACE IT Solutions for Complete IT Support & Service

Overview/Requirements

Snack Factory® got its start selling funnel cakes at fairs and other events. Since then, the company has transformed itself into nationally-recognized name with its successful Pretzel Crisps® brand, available in supermarkets throughout the U.S. and Canada.

The company has been experiencing rapid growth and turned to ACE IT Solutions to provide a technical infrastructure that could support the demands of their business, including availability of services, guaranteed uptime, 24x7 support and monitoring and the ability to proactively manage the company's technical infrastructure at its corporate office in Skillman, NJ. The company was also concerned about the security of their technology infrastructure and maintaining the integrity of their valuable corporate data.

ACE IT Solutions assumed control of Snack Factory's technology infrastructure and improved response time to technical issues while making Snack Factory's infrastructure more efficient and cost effective with a comprehensive managed services solution. ACE IT Solutions installed solutions to address Snack Factory's security concerns. Snack Factory also looked to ACE IT Solutions when they wanted to deploy iPads as sales tools for the company's national sales staff.

REQUIREMENTS

- Deliver affordable technology solutions that allow Snack Factory to better serve its customers and support sales staff
- Implement technology upgrades that deliver a more secure and efficient infrastructure
- Allow managers to focus on running the company rather than deal with technology-related issues
- Provide 24x7 help desk support and efficient response time for all technology-related issues
- Deliver realistic ROI through technology enhancements
- Deliver a secure and reliable data backup and disaster recovery solution
- Mitigate technical problems and remediate them with little disruption to the corporate office.

Managed IT Services

ACE IT Solutions' provides complete managed services to Snack Factory at their corporate offices minimizing technology-related disruptions and allowing managers at Snack Factory to focus on running the business. As part of ACE IT Solutions' managed services, Snack Factory receives 24x7 unlimited help desk support and on-site remediation, which includes response to technical emergencies any hour of the day or night, including weekends.

- ACE IT Solutions' responds to critical network emergencies within minutes and works until the issue is resolved per their managed service SLA.
- Remote monitoring prevents minor issues from becoming major disruptions and warns against network vulnerabilities.
- Snack Factory receives regular reports that include performance data and well-defined metrics to provide a monthly snapshot of services provided and maintenance required for the company's IT environment.

Technology Integration

ACE IT Solutions updated Snack Factory's technology infrastructure to make it more secure and protect it from hacker and virus attacks. This included writing corporate use policies with guidance for employees as well as performing security audit remediation.

Snack Factory has a large staff of field employees that constitute the company's national sales team. As part of the campaign to deliver better data security, ACE IT Solutions deployed a laptop recovery solution to protect data in stolen or misplaced laptops.

Like many of today's businesses, Snack Factory wanted to incorporate iPads as a mobile business tool. ACE IT Solutions used their technical expertise and vendor relationships to procure, configure and deploy iPads for the sales staff remotely throughout the country.

As part of making Snack Factory's infrastructure overall more secure and effective, ACE IT Solutions:

- Deployed a reliable business continuity and disaster recovery solution that included offsite, real-time backup
- Improved Wi-Fi throughout the corporate office
- Secured the integrity of the company's valuable data with an onsite and offsite backup and data recovery solution, laptop recovery and laptop tracing
- Performed security audit remediation
- Developed a corporate use policy to address the appropriate use of sensitive information, personal computer equipment, business software and use of network resources
- Procured and deployed technology to support remote sales staff and provide secure access to corporate applications and data
- Virtualized services in a data center
- Developed a Safe Internet Training Manual to help the company avoid common threats. The report includes guidance on safe email security practices and safe internet browsing tips to protect against malware, viruses and phishing attacks

Outcome
ACE IT Solutions is Snack Factory's first stop for all IT related issues. Snack Factory knows they can rely on ACE IT Solutions to respond to technical issues in a timely manner anytime of day or night, including weekends and holidays. Snack Factory is confident that their current technology infrastructure is overall more secure and efficient. They now have the infrastructure in place to support remote workers and they can rely on ACE IT Solutions to provide 24x7 support for maximum uptime.

Additionally, ACE IT Solutions functions as Snack Factory's virtual CIO for strategic planning and technology guidance so Snack Factory can focus on running their business.

"The initial system review by the ACE IT Solutions' staff uncovered potential serious issues our previous IT support company was not even aware of. That level of expertise and attention to detail is what separates ACE IT Solutions from all the other IT firms we've worked with."
— **Perry Abbenante, Vice President of Marketing, Snack Factory**

About ACE IT Solutions
ACE IT Solutions (www.aceits.net) is a leading provider of technology and IT services to various industries. Clients rely on ACE IT Solutions as their single source for strategic IT consulting, and support in designing, deploying and managing their infrastructures. Our services include business continuity/ disaster recovery planning, IT assessments, security audits, penetration testing and beyond. In addition to network consulting services, ACE IT Solutions offers a portfolio of managed services including 24x7 Help Desk, 24x7 Server/Network Monitoring, Offsite Backup, Email Archiving and Email Security. We understand the compliance requirements and have developed a platform to cover all of our clients technology needs.

About Snack Factory
Based in Princeton, New Jersey, Snack Factory was founded in 1983 by snack food pioneers Sara and Warren Wilson. Snack Factory is reinventing the pretzel category with the world's first spreadable pretzel cracker, Pretzel Crisps. For more information, please visit www.pretzelcrisps.com.