



CASE STUDY | EVENT CATERING: Ram Caterers

SITUATION AND OBJECTIVES

Ram Caterers, a fast growing catering business with multiple locations, was using an external IT support company. The partners of Ram Caterers were unhappy with the level of service and support they were getting. Email hardly worked and when it did, important emails were getting lost in a sea of spam. Tired of all the aggravation and headache, Ram Caterers went in search of a new IT partner. They needed a partner who would prevent issues, instead of just reacting to their frantic phone calls.

METHODOLOGY

The first step, in the Helix Systems process is always to understand every client's business and needs. Ram Caterers is no exception. Helix Systems prepared a comprehensive plan to proactively solve the critical issues immediately. We understand how vital email is to running a business, therefore we recommended Microsoft Small Business Server. This solution provided Ram Caterers with file sharing, Exchange Server, Active Directory Domain in one cost effective package.

RESULTS

After ensuring the client understood the process, Helix Systems wasted no time to begin implementation. The process began by setting up the core of the network, using Microsoft Small Business Server. In the midst, there were some old generic branded computers that we replaced with new Dell desktops. Leveraging the strengths of Microsoft Small Business Server, we setup a robust Domain and a proper Exchange email environment, using best practices. We utilized enterprise level spam filtering service that filters the email before reaching the in house Exchange Server. Helix Systems has been providing ongoing maintenance and support to Ram Caterers for over three years. Around the clock, remote monitoring provides us with information to resolve possible issues before they happen. Our monthly server maintenance ensures that all Microsoft updates are installed properly and reboots are done after business hours.

CLIENT SATISFACTION

"Helix Systems has been a true business partner, they provide excellent service and are always available to help. Their staff brings years of IT experience to the table that allows them to resolve the most difficult issues quickly and cost efficiently."

—Jeremy Goldfeder, Owner

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ABOUT HELIX SYSTEMS

Helix Systems is an innovative provider of information technology services for small businesses. We provide managed services, including help desk support, onsite support, and lifecycle management of hardware and software. We enable organizations to reduce their IT spending while improving service to their end users.

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