

Best-in-Class Managed Services for 300+ Geographically Dispersed Employees in the Hospitality / Food Services Industry



Quick Facts

Industry

- Hospitality / Food Services

Challenges

- A geographically dispersed workforce
- The internal I.T. support person left
- Opaa! requires 24x7 I.T. support for smooth operations
- Secure, reliable access to their I.T. systems is business critical

Solution

- NetGain Technologies' managed I.T. services program - *Technology OneSource™*

Benefits

- Secure network access from anywhere
- Quick, reliable, 24x7 end-user support
- Access to a scalable, deep bench of I.T. engineering experts

Summary

When it's time to eat, today's students and their parents want a variety of fresh, tasty, and nutritious choices, all at an exceptional value. That's just what Opaa! Food Management delivers. Their family-owned and operated company has been nourishing American K-12 school children since 1978.

Opaa! operates in seven states, serving 250,000 students in 800 schools. Headquartered in Chesterfield, Missouri, the company manages K-12 school nutrition programs for more than two-thirds of Missouri and Kansas school districts that contract out their food service—as well as a growing number of districts in Oklahoma, Arkansas, Nebraska, Illinois and Iowa. Opaa!'s geographic footprint continues to grow, with new districts added each year.

The Challenge

Opaa! Food Management has a geographically dispersed workforce comprising 340 computer users who require 24x7 support to assure smooth operations of their services. Corporate headquarters has a staff of 30 who must easily communicate with their large remote workforce, working in school district offices and from their homes. "The wide distribution and some remote locations of our team creates many technology complexities for our organization," claims Craig Cohen, Executive Vice President. "However, complexity notwithstanding, around-the-clock hours and secure and reliable access to our systems are business critical for Opaa!'s growth and success," he continued.

"Technology OneSource managed I.T. services is a terrific adjunct to our limited in-house information services function. NetGain's support gives me the peace of mind to focus on my core business."

Craig Cohen
Executive Vice President,
Opaa!

"I really appreciate NetGain's managed services, because I do not have to worry about I.T. The services are easy to budget and plan, so I can focus on growing our core business."

Craig Cohen
Executive Vice President,
Opaa!

Contact NetGain Technologies
Today to Learn How
Managed I.T. Services can
Transform Your Business!

The Solution

Opaa! Food Management initially worked with NetGain on a project-basis. When the company needed to make a change to their I.T. support process, they chose NetGain's *OneSource*, managed I.T. services solution because they had confidence in the quality and breadth of the NetGain team's expertise to handle their challenges.

As a result, Opaa!'s geographically dispersed workforce now has NetGain's dedicated I.T. helpdesk support team around-the-clock, to answer questions and take care of I.T. issues quickly and effectively. From technical support for their on-premises I.T. equipment, to backup and offsite storage, to additional I.T. project work as needed, NetGain is Opaa!'s I.T. partner. "Technology *OneSource* managed I.T. services is a terrific adjunct to our limited in-house information services function. NetGain's I.T. services give me the peace of mind to focus on my core business," said Cohen.

Today, NetGain provides Opaa! with I.T. strategy, a 24x7x365 help desk, and infrastructure support. The company also hired one internal I.T. resource to work on small projects and manage the company's partnerships for all business-specific applications used by Opaa!

Today & Tomorrow

"In addition to managed services, NetGain also helps us formulate strategic I.T. decisions to support our forward looking business goals," said Cohen. Opaa! Food Management works alongside NetGain engineers on an ongoing basis to determine the strategic I.T. priorities that will help the business operate more efficiently including a new phone system, managed security, a more comprehensive backup system, and a disaster recovery plan.

About NetGain Technologies

NetGain Technologies monitors, manages, and maintains the systems and networks for companies across the South Central U.S. – as their full- or part-time I.T. department. NetGain's *OneSource* managed services allow companies to focus on business growth and success, secure in the knowledge that their I.T. infrastructure is always operational and serves their needs.

NetGain's best-in-class managed services are delivered from a state-of-the-art network operations center, open 24x7x365. Staffed by 85 engineers and technicians who hold 250 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security. NetGain is headquartered in Lexington, KY, with local offices throughout the South and Central U.S.