

CASE STUDY:

Armstrong Subway, Inc.



QUALITY SERVICE

from Coordinated Business Systems
improves IT operations at Armstrong Subway, Inc.

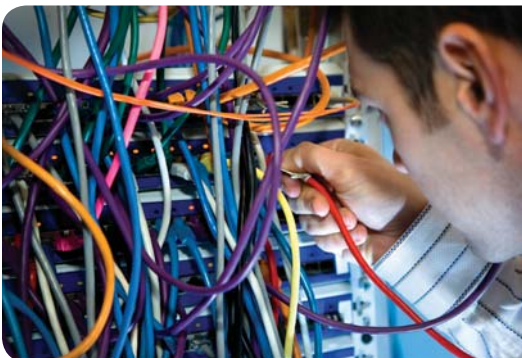
Based in Eden Prairie, Minnesota, Armstrong Subway, Inc. has been providing fresh and delicious made-to-order sandwiches and catering services to customers for more than 20 years. With 22 Subway sandwich locations throughout the Twin Cities, Armstrong Subway is committed to providing their customers with fresh food, fast service, and a friendly dining experience.

Challenge:

With nearly two dozen restaurant locations, Armstrong Subway relies on its IT equipment for proper and efficient communication between stores. They needed a dependable IT network and service solution that maximized uptime of their equipment. For years, Armstrong worked with the same IT company, which provided them with adequate service. But, when that IT company was bought out by a large conglomerate, Armstrong Subway no longer experienced the quality service and rapid response times that it required to keep their business running smoothly. Once the big company took over the IT operations, it could no longer respond to Armstrong's request for service in a timely manner, let alone fix the problem when a technician did show up.

Requirements:

With registers, point-of-sale (POS) systems, and multi-purpose machines at every location, Armstrong Subway required an IT company that could fix a machine that crashed or malfunctioned in just a few hours. Downtime of a register or POS system meant lost revenue, and Armstrong needed a service provider that could respond to their requests for service within four hours or less, so their stores could get back to business quickly. Armstrong also needed assurance that once a technician arrived on-site, they would have the knowledge and equipment necessary to promptly fix the problem. In short, Armstrong desperately needed a better solution to manage their IT network.



SOLUTION...



Solution:

Armstrong Subway partnered with Coordinated Business Systems to receive their ProActive Managed IT Services, which provides continuous 24/7 monitoring of critical systems and prompt response from local technicians. Teresa Sherwood, Armstrong Subway's office manager, saw partnering with Coordinated as the logical solution to their IT nightmare. "It really made sense to use Coordinated to manage our IT, since we already lease our multi-purpose machines from them," Sherwood said. Working with Coordinated has increased the efficiency of Armstrong's IT network throughout the entire organization.

Coordinated promptly assigned account representative Jim Szyman to work directly with Armstrong and manage all of their IT needs. Szyman spent time learning the ins-and-outs of Armstrong's network, system, and equipment. Now, when Armstrong is faced with an IT problem, they simply make one phone call to Coordinated and they are instantly connected with someone who thoroughly understands the problem and knows how to fix it.

Coordinated offers custom levels of support to fit any budget and worked closely with Armstrong to develop a managed services plan to meet their needs. Since switching to Coordinated, Armstrong has experienced modest cost savings, though Sherwood noted that cost wasn't the key issue. **"Fast service is always our biggest concern, and we definitely receive that from Coordinated,"** Sherwood said.

With Coordinated's continuous monitoring of critical systems and their exceptional on-site service guarantee, Armstrong is confident that their IT network is always under control. Teresa Sherwood knows Armstrong made the right decision by partnering with Coordinated Business Systems.

"Coordinated has the best quality around, and their staff is always so helpful and kind," she said. **"Hands down, Coordinated is the best vendor we deal with."**



For more information, or to learn how Coordinated Business Systems can help your business run smoothly, visit www.coordinated.com.

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