Solved!

Randy Peters
CATERING & EVENT PLANNING
Making Your Visions Come True.
Great Food. Great Service. Stress Free.

Overview

Country or Region: United States
Industry: Restaurant and Catering

Customer Profile
Fast paced, 7 day a week environment that relies on technology for event planning, menu generation, and delivery routing for 120 events per week.

Business Situation
RPC needs a solution that is reliable, fast, and consistent that works 24x7x365

Solution
RPC greatly simplified their IT Infrastructure by subscribing to Rubiconn's Managed Services Platform for all functions including file services and email.

Benefits

*Consistent, stable performance of software applications, email, printing, etc.

*All services are included for One Flat Fee. Finally able to budget for IT expenses in a tight margin industry

*Increased speed and improved productivity because of fewer technology issues

Catering in the Cloud

Heavenly food prepared with the help of cloud computing

"I just want it to work. Computer problems can bring our business to its knees. We can't afford to be down or have IT problems."

Lisa Peters, Co-Owner, Randy Peters Catering & Event Planning

Randy and Lisa Peters of Randy Peters Catering live, breathe, and eat (pun intended) catering. It is their passion and they are great at it! They are passionate about great food, excellent service, and a unique customer experience. Their favorite words are "Yes, we can do that!" They make themselves available for their customers 24x7x365. And as their business has grown, RPC has had to lean more and more on streamlined business processes and technology. Software, hardware, telecommunications, wireless, email, printers, laptops, networks, and websites have become a necessary evil in competing in the fierce restaurant and catering industry. "I don't have time to learn all of this stuff", laments Lisa, RPC CEO. "I just want it to work. Computer problems can bring our business to its knees. We can't afford to be down or have IT problems."

With the decision to use Rubiconn and its private cloud computing solution, Randy is looking to turn his previous IT frustration into a competitive advantage. "Working on the Rubiconn servers allow me to get more done each day. They are fast and they have never gone down."

Rubiconn

"I just want the computers to work when I work. Is that too much to ask?"

Randy Peters, Owner, Randy Peters Catering & Event Planning

Situation

"I work from 5am to 10pm.I just want the computers to work when I work." states Randy, "Is that too much to ask?" Here is what Randy wants:

1. Workstations that don't need to be rebooted 4 times a day
2. A printer that works
3. Email 24x7, on the desktop, iPhone and Blackberry, and home laptop
4. Remote access from anywhere, anytime
5. An IT provider who knows what they are doing and solves problems quickly

Like many small and medium sized business owners, Randy and Lisa just want their computers to work. They don't want to know how or why they work, they just want it to work. And, when there is a problem, they want an IT partner who is as passionate about IT as RPC is about catering to fix it…24x7x365. " We have worked with IT companies in the past that have told us that it would take them a couple of days to get out to our location, and then tell us they didn't know what was going on and that they would have to research the problem. In the meantime, we are dead in the water."

Rubiconn's technicians had the expertise to quickly evaluate and determine the complexity of RPC's existing network and advise RPC of how to resolve their IT problems quickly and efficiently.

"Now we call Rubiconn and get immediate response to our issues and resolution in less than an hour in most cases. Rubiconn's customer service philosophy is like ours. They find a way to get it done and make it happen. "

Randy Peters Catering had an overly complex network design for the type of work they performed. Upon Rubiconn's initial onsite evaluation, it was determined that the RPC infrastructure design included Windows 2003 Small Business Server with ISA, Microsoft Exchange 2003, Cisco routing and switch devices with ASA Security and VLANs deployed. All of the previous entry-level technical consultants hired by RPC did not understand the technology deployed. Rubiconn's technicians had all had past experience with these levels of security and new how to work within this infrastructure.

Rubiconn determined that while the RPC network was very secure, it also had many points of failure and was overly complicated to maintain for what they truly needed — access to their documents and email anytime, anywhere. The RPC network also lacked additional layers of backup and redundancy in case one system did fail. Ultimately, if their server failed, they could potentially lose everything.

> **"I just want it to work. Computer problems can bring our business to its knees. We can't afford to be down or have computer problems."**
>
> **Lisa Peters, CEO of Randy Peters Catering & Event Planning**

Solution

Through Rubiconn's Hosted "Private Cloud" Environment, Randy Peters Catering was able to migrate to a more consistent and reliable platform with access to all of their documents and email at anytime while maintaining the previous level of security. They were able to receive the added benefits of a redundant Server Platform with multiple layers of backup and restore available on demand.

Rubiconn took this opportunity to upgrade the business platforms used by RPC and deployed Windows Server 2008 Standard with Exchange 2007 and Office 2007. This provided all of the advantages of collaboration, file sharing and ease of access embedded in the newer Microsoft platforms.

By implementing Terminal Server 2008 and Remote Desktop access, Rubiconn was able to provide RPC with the same look and feel that they were accustomed to seeing on their previous desktops, while having the functionality of being able to access documents and email anytime, anywhere, on any computer.

Never again did the staff at Randy Peters Catering have to ask, "Which VPN do I enable here? How do I access this document?" The simplicity of their new network design ultimately reduced the number of calls to technical support and provided a sense of ease and satisfaction as the staff completed their daily tasks. Logging into their network was safe, secure and available anywhere.

By moving messaging, collaboration software and data to the Rubiconn "Cloud," Randy Peters was able to save significant funds from his IT Budget. Removing his physical server helped Peters downsize space used in his catering kitchen, save on electricity and save the costs of future hardware and software upgrades. Having Rubiconn host documents and email eliminates worries about server downtime or server failure. Employees are more productive by accessing data online, anytime, with the same ease as if it was right there on their local computer. Rubiconn was able to reduce the stress felt by the Randy Peters Catering Staff because their previous inability to work seamlessly and efficiently.

Benefits

♦ Consistent, stable performance of software applications, email, printing, etc.

♦ All services are included for One Flat Fee. Finally able to budget for IT expenses in a tight margin industry

♦ Increased speed and improved productivity because of fewer technology issues

♦ Access to data from any PC, anywhere, anytime with Internet connection

♦ The Rubiconn private cloud is scalable. Adding staff takes minutes and the cost is known

♦ Upgrading servers is never an issue. Rubiconn provides resources (servers, desktops, RAM, Disk space) on demand

Partnering with Rubiconn to provide your network infrastructure and support allows you to:

♦ Focus on generating new sales, improve productivity through technology, and reduce or eliminate unexpected costs associated with computers.

♦ Enjoy more network uptime. More uptime means more time spent generating revenue.

♦ Increase your bottom line, reduce expenses, and eliminate the stress typically associated with computers.

Our Services include:

• Managed Services/Server Virtualization/Virtual Private Networks
• Business Process Consulting Services /Hardware & Software Consulting & Sales
• Hosted Email/Enterprise Level SPAM Filtering/Mobile Device Support
• Server Administration/Remote Desktop Support/On-Site Service

Quite simply, your business depends on computers to process and transact business. Without them you would lose not only efficiencies but customers. We keep your computers running and your data secure.

• We are available 24x7.
• We fix problems within hours not days.
• We provide off site server hosting and backups for additional security.

If you have existing systems we can document, optimize, and support them. If you are employing new technology we can ease the discomfort of the implementation. If you know you need something but have no idea what, we can help you arrive at a cost-effective solution. By partnering with Rubiconn your company acquires not only a team of experienced technicians but business professionals who understand the importance of responsiveness.

We are certain that once you meet with one of our technical consultants you will be impressed with our thorough professional approach to your unique environment. For more details on our service visit our website, www.rubiconn.com.