

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



The Facts

Industry

- Hospitality/ Food Services

Challenges

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

Solution

- NetGain Technologies' managed IT services program Technology OneSource™

Benefits

- Secure network access from anywhere
- Quick, reliable, 24x7 end-user support
- Access to a scalable, deep bench of IT 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 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 reliable access to our systems are business critical for Opaa!'s growth and success,"* he continued.

"Technology OneSource managed IT services is a terrific adjunct to our limited in-house information services function. NetGain's support gives me peace of mind to focus on my core business."

Craig Cohen,
Executive Vice President at Opaa!

The Solution

Opaa! Food Management initially worked with NetGain on a project-basis. When the company needed to make a change to their IT support process, they chose NetGain's Technology OneSource, managed IT 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 IT helpdesk support team around-the-clock to answer questions and take care of IT issues quickly and efficiently. From technical support for their on-premises IT equipment, to backup and offsite storage, to additional IT project work as needed, NetGain is Opaa!'s IT partner. *"Technology OneSource managed IT services is a terrific adjunct to our limited in-house information services function. NetGain's support gives me peace of mind to focus on my core business,"* said Cohen.

Today, NetGain provides Opaa! with IT strategy, a 24x7x365 help desk and infrastructure support. The company also hired one internal IT resource to work on small projects and manage the company's partnerships for all business-specific applications used by Opaa!

Looking Forward

"In addition to managed services, NetGain also helps us formulate strategic IT 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 IT 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.

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

Craig Cohen,
Executive Vice President
at Opaa! Food
Management

**Contact NetGain
Technologies Today
to Learn How
Managed IT Services can
Transform Your Business!**

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.

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