

## HOW MANAGED SERVICES CAN KEEP THE TECHNOLOGY-DEPENDENT BUSINESS RUNNING

### About Art's Way Manufacturing

Art's Way Manufacturing was first founded in 1956 near Dolliver, Iowa, by farmer Arthur Luscombe when he created a Power Take-Off (PTO) grinder mixer, launching a new career as an entrepreneur. In the years since, the company has expanded into 3 business units, housed in 3 distinct facilities. The 70 employees who work at the Art's Way Manufacturing facility still produce grinder mixers, sugar beet harvesters, graders, plows, and other examples of the farm machinery that their customers need. Naturally, technology has come to play a big role in all parts of the average manufacturing business, and Art's Way Manufacturing is no exception in this regard.

### Pain Points

Like many long-lasting businesses, Art's Way Manufacturing still utilized an internal IT person, whose job was supposed to be improving the solutions that the manufacturer leveraged and cutting down on wasted resources. Unfortunately, there were frequent obstacles presented by the company's usage of QAD, an enterprise resource planning software that this IT person just wasn't familiar enough with.

However, when Art's Way Manufacturing attended a MidWest user group event and listened to a presentation on managed services, they knew that their technology retailer - Strategic Information Group - could be of more use than the manufacturer was leveraging at the time.

### Plan of Action

Once Art's Way Manufacturing committed to a more comprehensive service agreement, Strategic swiftly proved their value. Once a network health check was performed, Strategic began to manage their all-important QAD system for them using their own Nagios/Icinga monitoring. Furthermore, to help keep their QAD databases safe from data loss, Strategic implemented after-imaging, improving their backup and data recovery. Under this strategy, Strategic focuses on monitoring the QAD solution, ensuring that Art's Way Manufacturing can make the most of its use.

## Solutions

As a result of this division of responsibilities, Art's Way Manufacturing is able to access a few select contacts to seek assistance with their QAD system. This has enabled Art's Way Manufacturing to develop a kind of relationship with these expert contacts, trusting them to assist the employees at Art's Way Manufacturing with issues, walking them through the proper processes.

Furthermore, Strategic assisted Art's Way Manufacturing in upgrading their server infrastructure, making the switch to Microsoft Exchange. This gave Art's Way Manufacturing just another example of how beneficial their business relationship is.

## Results

Through this development of their relationship with Strategic, and the knowledge into QAD solutions that Strategic's experienced team has, Art's Way Manufacturing has seen their efficiency increase - especially where issue resolutions are concerned.

With the help of Strategic, Art's Way Manufacturing has been able to keep their critical solutions maintained and well-managed, catching and resolving potential issues before they can manifest into real problems. Furthermore, the director of manufacturing at Art's Way, Gene Tonne, was very impressed by the professionalism that was exhibited throughout the business relationship.

*“ Having a group of people that have had good experience in QAD - and they're not afraid to go ask somebody else, 'Hey, I got this issue' or 'I've got that issue, what do we do?' or 'How can we take care of it?' - so problems are resolved much quicker. ”*

*-Gene Tonne, Director of Manufacturing*

**If you're interested in experiencing these proactive and personable services in your own business' operations, give Strategic Information Group a call at (760) 697-1050**