Case Study: Project Remote

Food Services Company Achieves Seamless Help-Desk and IT Support

BACKGROUND

Originally founded in 1939, this company started as a small food-service institution and has since grown to become an independent, versatile bakery known for its delicious and high-quality baked goods. In 2018, it was acquired by a private equity firm, enabling the standalone business to focus on accelerating growth, increasing innovation, and achieving operational excellence.

THE ASSESSMENT

After the company carve-out in 2018, RKON was brought in to lead all infrastructure and data center work streams to ensure a smooth transition. In addition, the food-service company sought to improve its help-desk services and better manage and support its IT assets.

THE SOLUTION

Desktop Management & New User Provisioning

For new hires, RKON employed an efficient, standardized process to set up and align new computers to the client's standards and security policies before shipping them to end-users. We also implemented our help-desk tool (Kaseya), which allowed us to remotely manage endpoints and conduct proper asset management throughout the IT asset lifecycle.

Office 365 Administration

Our IT professionals administered all O365 tasks, including adding new users, buying licenses, creating service requests, and configuring O365 services.

Active Directory Administration

RKON's help desk offered full technical support to users, including password help and resets, as well as managing user accounts.

UNLOCKED SCALABILITY

GAINED COMPREHENSIVE
TECHNICAL SUPPORT

ELMINATED INEFFICIENT
TRANSITIONS

Levels 1 & 2 Application Support
Our experts provided troubleshooting and ticket routing - from basic support (level 1) to more in-depth technical support (level 2).

THE OUTCOME
RKON's help desk provided much-needed support and management of new systems and hires, enabling leadership to focus on growth opportunities. In fact, this company later acquired another carve-out and engaged RKON's help desk to manage the transition of users onto the existing platform.

Our team executed flawlessly and put the client in a great position to exit the TSA early, demonstrating our ability to handle both organic and rapid growth within a scalable model.

BENEFITS ACHIEVED
- Gained Comprehensive Technical Support
- Eliminated Inefficient Transitions
- Unlocked scalability for growth opportunities

ABOUT RKON

RKON has specialized in IT transformation since 1998, helping private equity and enterprise firms go from vision to execution and achieve "Quiet IT," in which IT seamlessly serves the business strategy versus getting in the way of execution.

Headquartered in Chicago, IL our team has developed a refined approach through years of experience. We deliver a clear vision of scalable, agile, secure, cost-optimized and low-risk end state.

To do this, RKON provides IT solutions in three stages: first building an advisory practice that sends the strategy in the right direction; an execution practice that ensures the vision is turned into reality; and a management practice that keeps the vision on track as IT evolved to best serve the business.

Need to consolidate and modernize your IT systems and processes? Let's chat!

CONTACT US