

## Industrial Distributor Outsources IT while Improving Competitive Position and Productivity


<p><b>Executive Summary</b></p>
<p>Machine Tool Supply</p> <ul style="list-style-type: none"> <li>• Eagan, MN</li> <li>• National Affiliates</li> <li>• Tool Vending Stations</li> <li>• Distribution / Warehouse Operations</li> <li>• Employees: 40+</li> </ul>
<p>Business Challenge</p> <ul style="list-style-type: none"> <li>• Improve IT Support</li> <li>• IT Optimization</li> <li>• Technical Expertise</li> <li>• Increased Security</li> </ul>
<p>Business Solution</p> <ul style="list-style-type: none"> <li>• Total Care</li> </ul>
<p>Business Results</p> <ul style="list-style-type: none"> <li>• Reliable and Responsive Support</li> <li>• Optimized IT Environment</li> <li>• Improved Problem Resolution Time</li> <li>• Reduced Operating Expense</li> </ul>

communication (EDI) and overall employee productivity. Their communication with clients via email and other methods directly impacts sales and bottom line profits. In order to exploit all of today's necessary technologies, it is critical to have expertise in each discipline. Unfortunately, employing that many certified and factory trained employees would become cost prohibitive. Their IT resources were sub-optimal in certain fields, over-extended, would take significantly longer and be less effective in problem solving and maintaining the network technologies as compared to current experts.

Machine Tool Supply consulted with a Sovran sales representative about managing their IT to free up company resources to run other business activities. After several meetings to discuss their goals and IT needs, they decided to utilize Sovran's Total Care Managed Services.

"Machine Tool Supply Corp. is an industrial distributor committed to 'Helping U.S. Industries Make It'. For over 50 years, our experienced and knowledgeable employees have been helping our business partners to make buying decisions that, not only solve current problems, but also increase plant throughput and return on assets. Simply said, our customers get much more than parts in a box." (www.machtool.com)

*"So far there has been no down servers, 100% availability from Sovran's engineers with a very quick response resulting in no downtime for our employees."*  
– Todd Kerin

### Business Challenge

Machine Tool Supply must have a reliable IT infrastructure as it is a corner stone for their business. IT is required for their internet-based transactions, supplier

### Business Solution

Sovran's Total Care Managed Services solution improves IT and reduces expenses overall. It was the perfect solution for Machine Tool Supply because Sovran

manages the entire IT infrastructure and users including:

- Single Site
- Server and Network Infrastructure
- Applications
- Internet Access
- Security
- End Users Workstations/Laptops
- Remote Workforce
- And much more...

## **Business Results**

The result is an improved IT environment overall for Machine Tool for at or less than the expense of their previous full-time in-house IT resource. Being cost conscious, it wasn't easy to invest in some of the infrastructure improvements that were needed. However, in hindsight, it was money well spent. Hard costs are similar to their previous model, but the major benefit has been in the soft costs with improved productivity, stability, etc... The monitoring solution discovered sub-optimal computer configurations resulting in Sovran's Total Care team making changes to the configurations to maximize performance.

*“Employee feedback is positive, experts at a reduced overall cost, and 100% uptime are all benefits of Total Care” – Todd Kerin*