



How JLRG Cut Monthly IT Support Costs By 60%

When the first Jamie Leeds Restaurant Group opened the first Hank's Oyster Bar opened in 2005, basic IT support for the company's computers and point of sale system was enough.

That changed as JLRG added locations in the metro Washington DC area. JLRG's provider was unable to support their growth with efficient cloud-based solutions. The help desk took days to respond to tickets. Tasks that should have been simple frequently turned into an ordeal. Even printing that day's menu required multiple unnecessary steps and drove employees insane.

"You have a restaurant with 1,000 covers and you need to print menus but can't access the printer because it's offline. So IT has to come in because they can't remote in – that's frustrating," Penelope Crocker, Head Of Marketing, Brand, and Strategy for JLRG, said.

IT WAS TIME TO CUT "BAD ANTIQUATED SERVICE"

The pandemic forced JLRG to make tough decisions. Several Hank's Oyster Bar locations closed and the company reevaluated all costs and partners. IT inefficiencies and costs quickly crystalized.

JLRG was charged for IT support based on 300+ users even though only 35 employees need IT resources. Support took 5 business days to respond to tickets. JLRG paid for Microsoft 365, but their IT partner did not share how to streamline operations using apps, like Teams or OneDrive.

The evaluation confirmed JLRG was paying for "bad, antiquated service" and it was time for a change.

HIGHLIGHTS

- ✓ Tired of paying for antiquated IT support, Jamie Leeds Restaurant Group switched to Nortec
- ✓ The old IT provider unexpectedly cut off access early
- ✓ JLRG reached called Nortec and had help within 30 minutes on New Year's Day
- ✓ Pre-planning and Nortec's swift action saved over 95% of JLRG's data
- ✓ JRLG now gets superior IT support for 60% less each month

PEERS CONSISTENTLY RECOMMENDED NORTEC

Organizations in the community frequently recommended Nortec for IT support. Still, JLRG wanted to carry out their own vetting process.

Valuable recommendations from Nortec built trust between the businesses. This thoughtfulness and high-level of service to a non-client convinced JLRG to partner with Nortec.

NORTEC STEPPED IN ON A HOLIDAY TO AVERT DISASTER

After JLRG sent their IT provider a cancelation notice the relationship rapidly deteriorated. It culminated on New Year's Day when the IT company decided to cut off JLRG's access Microsoft 365, email and data stored on their physical server.

JLRG got Nortec support within 30 minutes

Once they realized what happened JLRG reached out to Nortec and had help within 30 minutes on a holiday. As the old company shut off access, Nortec moved swiftly to migrate data out of the old system to the new cloud-based environment. Nortec and JLRG already had plans for a cloud migration in place and had created backups. This thoughtful planning and quick action meant JLRG retained over 95% of their data and started their partnership with Nortec ahead of schedule.

SUPERIOR IT SUPPORT FOR 60% LESS EACH MONTH

Unlike their original provider, Nortec does not charge organizations for users who do not use IT systems. This simple change immediately slashed IT support costs. Managed Cloud services created additional saving opportunities and made JLRG employees more efficient.

Moving to the cloud eliminated the clunky VPN-server situation. Everyone can easily access, share and print any document, at anytime through Teams or SharePoint. People collaborate in real-time, without the hassle of remote access or waiting for someone to see a message in a crowded inbox.

To maintain JLRG's ability to quickly share information across sites, Nortec is strengthening the network. Since Nortec takes the time to explain the value of different tools, JLRG knows every recommendation is honest and well-priced.

"We had vendors who took advantage of us," Crocker said. "We are thrilled to have Nortec as a partner who makes sure we can operate efficiently without killing our bottom line. If anyone asked me who to work with for IT, I would recommend them because they've been so fantastic in every level their support."

TESTIMONIAL QUOTE

"Nortec earned my trust because they took time to make me feel comfortable. I know if I go to them asking for help, they'll come back with honest, well-priced recommendations."

- Penelope Crocker,
Head of Marketing,
Brand, and Strategy for
Jamie Leeds Restaurant
Group

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