

How This Green Bay Manufacturing Company Saved \$85,000

A Journey of Savings, Efficiency, and Enhanced Security

AT A GLANCE:

How local manufacturing titan Fox Converting turned downtime into a catalyst for remarkable change and advancement.

KEY METRICS



65%

annual IT expenditure reduction



\$85,000

saved in IT overhead cost



21%

reduction in reactive IT tickets in one quarter

In this captivating case study, we delve into the story of Fox Converting, a Green Bay manufacturing titan that underwent a profound shift in operations to adapt a proactive outsourced IT model with enormous success. They transitioned from managing an in-house IT team of three employees to wholeheartedly adopting Loyalty's comprehensive managed IT services program. This shift not only resulted in significant cost savings but also sparked operational efficiency improvements and fortified their cybersecurity defenses. Our narrative will take you on their journey, beginning with their initial challenges, detailing their current successes, and shedding light on their promising future.

This case study serves as a poignant reminder that cybersecurity is a critical concern for all businesses, regardless of size or location. It dispels the notion that some companies are "too small," "too big," or immune because they are in the "Midwest" or any other region. Cybersecurity breaches can and do happen, and all it takes is a small vulnerability, one ordinary day, for a business to find itself facing a potentially devastating threat. Fox Converting's experience underscores the importance of preparedness in today's interconnected world, where cybersecurity threats can target any organization, anywhere, at any time.



Managed IT Services
& Cybersecurity



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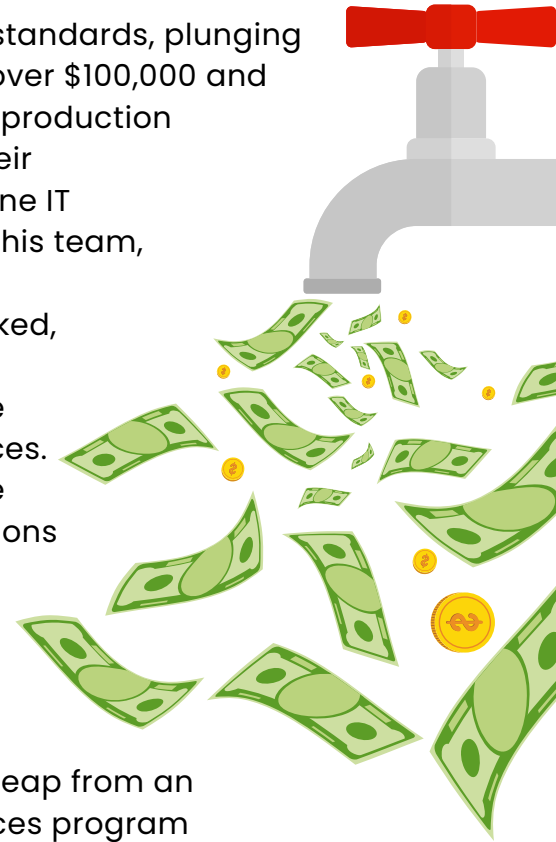
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WHERE THEY STARTED:



Our story unfurls with an event that would strike fear into any manufacturer, a bout of prolonged downtime, resulting from a botched firewall replacement. A team member of the small, three-person IT team offered to build out the firewall on one of the servers, something he had been researching and dabbling with at home, as a solution for the aging FortiGate firewall.

Tragically, this makeshift solution failed to meet the requisite standards, plunging the company into an extensive period of downtime that bled over \$100,000 and endured for days. For a manufacturing company, suspending production operations meant financial hemorrhage and the erosion of their competitive edge and reputation. Days stretched on as only one IT team member grappled with the crisis, without the support of his team, desperately striving to restore the company's operations. In his haste to resolve the issue, security measures were overlooked, leading to the compromise of sensitive customer information. Fortunately, no financial losses were incurred as a result of the cybersecurity breach, and there were no tangible consequences. However, this incident served as a profound awakening for the management team, prompting them to seek alternative solutions and refocus their efforts on operational excellence.



THE TRANSITION: WHERE THEY ARE NOW

In response to this pivotal downtime incident and a series of challenging circumstances, Fox Converting made a strategic leap from an in-house IT model to the all-encompassing managed IT services program provided by Loyalty. The outcomes of this transformation have been nothing short of revolutionary.

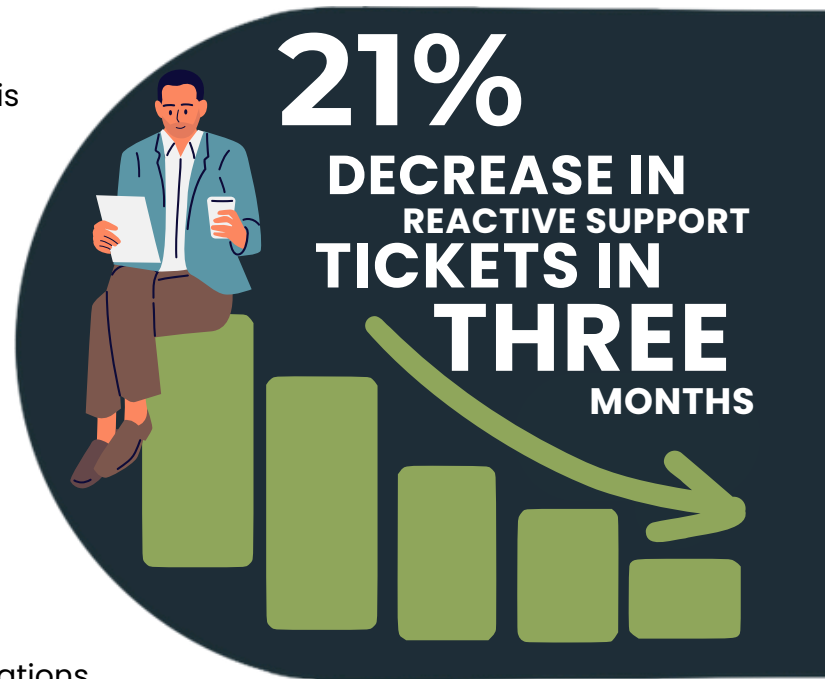
➤ **Cost Savings:** By embracing Loyalty's fully managed IT program, Fox Converting achieved an annual savings of \$85,000! Replacing the hefty costs of payroll and benefits with a predictable monthly cost, Fox Converting was able to improve cash flow. Beyond tangible financial savings, Fox Converting reaped the benefits of opportunity cost savings. The time and effort previously squandered by C-suite executives on managing the internal IT team have now been channeled towards strategic decision-making and the nurturing of business growth initiatives.

➤ **Production Enhancements:** The transition ushered in substantial structural enhancements aimed at elevating manufacturing floor productivity. This included the expansion of wireless infrastructure to improve connectivity for suppliers and staff, and the exploration of solutions such as new scanners and login portals to expedite production reporting for vendors.



➤ **Efficiency:** Fox Converting's IT management evolved from a reactive stance to a proactive one. Loyalty's expertise in trend analysis allowed for the identification of patterns and associated issues, diminishing the reliance on reactive support. Notably, Fox Converting's internal ticket submissions saw a 21% reduction within the first three months of implementing our analytical toolset.

➤ **Preventative Structural Improvements:** Recognizing that an ounce of prevention is worth a pound of cure, Fox Converting focused on measures that would ensure continuous, uninterrupted production with minimal downtime. A slew of projects followed, including the relocation of the datacenter to enhance fire protection; the introduction of Datto for expedited disaster recovery; and the fortification of security measures through Breach Secure Now employee training solutions, password protection with Keeper, and Barracuda Skout for robust cybersecurity, complete with a dedicated Security Operations Center (SOC) to monitor and remediate threats proactively.



WHERE THEY ARE GOING: A BRIGHT FUTURE ✓

Today, Fox Converting stands on the precipice of a promising future, fortified by the unwavering support of a managed IT services provider. The agonizing memory of downtime is unlikely to revisit them with a technology partner by their side. Partnering with an MSP has provided a dedicated team, ceaseless monitoring, and swift response protocols, ensuring fast mitigation of issues. Fox Converting can now channel their energy into their core competency of manufacturing excellence, free from IT interruptions. Fox Converting's journey from an IT nightmare to a secure, cost-effective, and efficiently managed IT environment serves as a paragon of the potential benefits of entrusting IT management to seasoned professionals.

This transition not only translated into substantial cost savings but also positioned the company for growth, operational efficiency, and resilience against future challenges. It stands as a testament to the advantages of aligning with dedicated IT service providers who recognize the pivotal role of technology in today's dynamic business landscape. With the heavy lifting of project work behind us, we are now poised to channel our energy into forging a strategic partnership and planning for a future characterized by innovation and success.

HOW WE FIT IN: STRATEGIC PLANNING



While Loyalty offers a wide array of products and solutions, what truly sets us apart from other MSPs is our unwavering commitment to strategic planning, which played a pivotal role in Fox Converting's remarkable success story. Our journey with Fox Converting commenced with an earnest exploration of their goals, aspirations, and apprehensions. Through this in-depth understanding, we forged a strategic roadmap that directed them towards achieving their organizational objectives.

Among the myriad of offerings, here are the top three impactful strategies we implemented that enabled Fox Converting to align their technology with their goals and achieve astounding financial success:

-  **Continuous Education and Professional Development:** In the rapidly evolving landscape of IT, staying current is paramount. We place a deep focus on the ongoing education and professional development of our team. Technology advances swiftly, and maintaining a vigilant and well-prepared team is the cornerstone of averting potential disasters. By ensuring that education and training are ongoing priorities, we strengthen our clients against unforeseen challenges.
-  **Dedicated Project Team:** Our project team has diligently worked hand in hand with Fox Converting since the beginning of our partnership. This dedicated team of specialized engineers goes above and beyond the conventional role of the 'account manager' typically offered by most MSPs. This approach provides our clients with access to top-tier technicians precisely when they are needed, ensuring that technology initiatives never stagnate due to lack of time or resources, and remain aligned with organizational objectives.
-  **Trend Analysis:** Our centralized services team focuses on trend analysis to scrutinize and enhance day-to-day operations continually. They identify areas where operational efficiencies can be optimized to save time and money. This leads to tangible improvements, such as the implementation of a password manager, as seen in the case of Fox Converting, which has alleviated the need for employees to spend valuable time during the day reaching out for password resets."

Are you prepared to embark on your own path to success? Simply scan the QR code or send us an email to schedule a complimentary 10-minute discovery call. During this call, you can explore how we can assist you in significantly reducing your annual IT expenses, potentially saving you thousands!



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