



THE **it** COMPANY is about improvement.

Second Harvest Food Bank of East Tennessee
A Case Study



THE COMPANY is about improvement.

Second Harvest Food Bank serves as the largest hunger-relief charity in East Tennessee. As a non-profit organization, they consistently want to be good stewards of the money that is donated to them. After comparing The IT Company to other I.T. providers, they felt confident that The IT Company was the best fit for their organization for the depth of services they provided.

I.T. is the backbone to Second Harvest Food Bank's ability to function and run. "If our I.T. is down, we cannot operate. Our systems- from tracking the food coming into the building, all the way down to our phones- all rely on our I.T. running properly. Our day to day hinges on our I.T."

Second Harvest Food Bank of East Tennessee has a specific piece of software specifically for food banks. People on the inside at Second Harvest Food Bank, as well as people on the outside working hand in hand with them, access the software daily. So the importance of it running flawlessly is critical. Last year, Second Harvest Food Bank found themselves constantly having issues with the software- frequent periods of downtime and delays in productivity due to its slow response time.

The IT Company's project team exceeded their expectations during a large project to improve the pain and frustration this software was continually causing.

Throughout years of being The IT Company's customer, Second Harvest Food Bank of East Tennessee has built a strong level of trust with The IT Company's staff. *"The difference with The IT Company is that if I need advice on anything I can call and count on them to give me honest advice on what is most beneficial to our organization, not just what is going to profit them or be easiest for them. It feels like they are a part of our staff, a part of our family."*



Kathy Prince, Director of Administration at Second Harvest Food Bank of East Tennessee, shared that the most important aspect to them when it comes to I.T. is support for their entire staff. The ease of being able to call up and say we have an issue and then the issue being solved, has changed the way they are able to function.

"Maintaining security and efficiency is a priority for us. And I trust The IT Company will always advise us on how to do so, as well as make it happen."

-Kathy Prince, Second Harvest Food Bank of East Tennessee

- Frequent downtime.
- Slow response time with specific software.
- Constant frustration at the inability to operate when the frequent downtime was experienced.
- Slower productivity due to slow servers.

THE PROBLEM

- Converted to in-house servers.
- Updated wiring in office building and warehouse.
- Installed new switches.

THE SOLUTION

THE OUTCOME

After completing their most recent project, Second Harvest Food Bank of East Tennessee's I.T. has become significantly more dependable. Not only has the frequent downtime been resolved, but they are able to work much more efficiently. Throughout the project, The IT Company exceeded the expectations Second Harvest Food Bank of East Tennessee had for them, to the point that they went above and beyond. The IT Company staff came in, staying late into the evening, over a weekend to ensure that come Monday morning, the organization would be up and running normally. They ensured the project did not interfere with productivity.

Second Harvest Food Bank leads the community in the fight to end hunger. As East Tennessee's largest hunger-relief charity, Second Harvest operates programs and distributes food in 18 counties. The food bank secures and distributes more than 21 million pounds of food and grocery products annually through a network of 630+ partnering nonprofit organizations such as food pantries, soup kitchens, emergency shelters and schools.





THE COMPANY

The IT Company is a boutique Cloud and Managed IT Provider in Knoxville, TN. Our Mission is simple: Happy Customers.

We know that IT should help your business, not hold it back. We understand how crippling and critical IT problems are, which is why we've built a proven system optimized to reduce problems.



We partner exclusively with companies who have very little tolerance for downtime, are in High Security and/or High Compliance industries, desire 24/7/365 service and are expecting trust and happiness in their IT partnership.

