

CASE STUDY · RETAIL CANNABIS INDUSTRY

How modern IT helps cannabis companies grow and thrive

A delivery-only California dispensary needed secure, connected technology from website order to customer's door. Fusion1 built the foundation that let Dank City scale.

AT A GLANCE

CLIENT
Dank City Delivery

INDUSTRY
Retail cannabis · Delivery-only dispensary

LOCATION
California

OPENED
2020

SERVICES

- RMM / UEM
- EMM + MDM mobile security
- Ecommerce security
- Automated backup
- On-demand help desk

BACKGROUND

The challenge

When **Dank City Delivery** opened in 2020, its founders were no strangers to California's cannabis industry. They had pioneered operations from cultivation to retail ("seed-to-sale"). This venture was different: a business that had to run a smooth, fast process for customers and staff alike.

Dank City is a delivery-only dispensary. Orders arrive through the website, are prepared at the warehouse, and are picked up by couriers for delivery. Keeping that flow consistent and on time takes careful coordination. Because the industry is regulated, data across the entire process must also be recorded and logged for accountability.

To function, the business needed computers, servers, smartphones, cameras, printers and industry-specific applications, all running on a secure business network with redundant connectivity.

→ **Dank City reached out to Fusion1 IT Solutions for assistance.**

24/7
observability, detection & response across every device

EMM+MDM
protecting mobile devices that carry customer data

1st
of its kind: an ecommerce platform built for streamlined ordering

OUR APPROACH

How Fusion1 helped

01

Initial assessment

We met with the team to define immediate needs and make sure the right resources were in place. The scope ran from physical security, including access control and video surveillance, to digital security, authentication and credential management.

02

The plan

Several staff use corporate mobile devices that handle sensitive customer data, so those devices needed protection. On Fusion1's recommendation, Dank City implemented a hybrid of enterprise mobility management (EMM) and mobile device management (MDM).

03

The solution

Fusion1 enrolled every workstation and device in a remote monitoring and unified endpoint management (RMM/UEM) service with full enterprise observability, detection and response. We also worked with the third-party developer building Dank City's ecommerce and order-processing platform to add cybersecurity monitoring, detection and mitigation.

04

Moving forward

With proactive services in place, the crew fulfills orders and meets delivery demand every day. Workstations and devices run at peak performance, automated backup keeps sensitive data safe, and live phone and remote support is available on demand.

> Having these services in place allows us to focus on growing our business without interruption or downtime.
>
> **Paul Chernyhk**
> Business Manager, Dank City

> These guys are top-notch for IT support.
>
> **James Hanson**
> Founder & CEO, Dank City

THE RESULTS

- Orders fulfilled and delivered on schedule, every day
- Every workstation and mobile device monitored and managed
- Security built into the ecommerce and order platform
- Automated backup protecting sensitive data
- Live phone and remote support on demand

On scalable technology, Dank City has grown its business and customer base immensely. Its proprietary ecommerce platform is now a first of its kind in the industry for user experience and streamlined order processing.

Ready to see what modern IT can do for your organization?

FUSION1

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