

# Duvall Catering & Events Uses Technology Improvements to Enhance Focus from Business Details to *Customer Relationships*

## The Solution

### Collaborating on a plan

When Responza came in to analyze Duvall Events' IT needs, CFO Rob Hodges already had multiple ideas for IT process improvement that aligned with Responza's expertise and creativity. A plan to stage out some significant improvements took shape:

- Upgrade hardware
- Overhaul IT from in-premise to a web-based model
- Implement managed IT HelpDesk
- Transition document management to Sharepoint
- Move from QuickBooks Desktop to Intacct
- Upgrade Server-Based CRM to its elevated Cloud-Based Version

### Drivers for change

Several reasons drove Rob's decisions for change in their IT infrastructure and the service providers they engaged to implement and manage it. Rob's realized Duvall need to:

- Invest in platforms that are aligned to company goals and objectives, rather than ones to keep the lights on.
- Redirect budgetary funds to higher ROI investments
- Mitigate any risk of loss while ensuring data integrity.
- Provide better visibility with KPIs and dashboards

### Results:

**50% reduction** in managed IT services costs (which Duvall redirected to leading online systems) and avoiding hardware expenses of a server-based CRM.

## Overview

Duvall Catering & Events is Charleston's premier full-service catering company with a world class culture that exuded at all points - except its IT infrastructure.

### Why Responza?

"It's amazing when two companies align in ways they do business and that is exactly the case with Responza and Duvall Catering & Events. Best in class isn't a buzz phrase for our two companies, it is every day's challenge and every person's responsibility. On every level, we can identify value in our relationship with Responza."

**Vast improvement in services from previous:** Responza's technical team answers the phone, covers the issues and diagnoses accurately, and fixes the problems immediately and thoroughly.

**Relationship-based approach:** Local resources put customers in their comfort zone, provide confidence through expertise and ensure fair prices.

**Knowledgeable and experienced:** Experts participate in productive collaboration, engage with business so that understanding precedes recommending, navigate landmines not obvious to laymen, look out for your bottom line.

*Rob Hodges, Duvall Catering & Events*

## The Problem

Duvall Catering and Events was encumbered with a poorly scalable, unresponsive IT infrastructure with limited remote connectivity.

Responza founder, Lance Becker's extensive experience in IT has enabled him to build an IT services business that gets it right. Responza makes sure that your IT works for your business and not the other way around.

# RESPONZA

(843) 990-9200 | [www.responza.com](http://www.responza.com) | [ash@responza.com](mailto:ash@responza.com)

# Duvall Realized Benefits from its with Responza

## Value in results

Responza applied Duvall Events' best in class mindset to the upgrades to its IT infrastructure and upon completion, the changes brought a more responsive system with better connectivity, they have utilized import/export features and can focus more on valued added reporting instead of entry. The overall footprint of the new IT infrastructure is more scalable.

**Hodges:** Upon completion, our changes brought a more responsive system with better connectivity. We have utilized import/export features and can focus more on value added reporting instead of data entry.

## Transparency in reports

Responza welcomes monitoring by customers. In fact, reporting is designed to be as transparent as possible so that customers like Duvall Catering & Events can see where time is consumed and why issues are elevated or are not.

**Hodges:** Responza provided us with much appreciated transparency in our IT service provider relationship. We know every activity, every touchpoint and every result.

## Invested in customer success

**Hodges:** Because of the improvements Responza helped us make, we are able to be more forwardthinking and forward-acting instead of maintaining our day-to-day. We can be much more about our customers than about our IT infrastructure.

**Lance Becker:** Responza is more than a service provider. We consider ourselves a partner with Duvall Events in helping their technology infrastructure to evolve along with their business.

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## Who is Responza?

It's simple. Responza is the IT partner small and medium sized businesses should leverage to perform with excellence and thrive among their competitors.

### Obsessive About IT Operations

Responza is wicked-good at the basics, perfecting your operational IT processes so they work like turning on a light switch. No longer do you spend half of your time fighting with technology, but spend all of your time focused on what you are wicked-good at.

### Steeped in Business & IT Experience & Knowledge

Responza is insightful at providing you the answer to your "What next?" question. Responza can analyze your business situation and help you integrate the latest IT best practices and processes that will move your business beyond operational IT to strategic IT.

### Fanatical About Service Excellence & Customer Satisfaction

When your IT works right, it's beautiful. When it doesn't, your business stops. Responza's mission is to make sure the latter never happens by not only making fixes but taking measures to ensure that the fixes aren't needed again. The result? Your business never stops.

### Well-Established & Rooted in the Business Community Responza is here to stay.

Responza is here to stay. You've found a strategic partner, not simply an IT mechanic. By learning about your business, Responza helps you plan uses for technology that you may never have considered and they'll be around as you grow into your strategy and realize its results.