

## HARVEST SELECT CASE STUDY

Local, trustworthy service for maximized uptime with a predictable cost structure for Managed IT, Internet and Phones.



### Meet Harvest Select

Harvest Select, founded in 1991, is one of the nation's primary farmers, harvesters, processors and distributors of American catfish. Harvest Select is committed to healthy, sustainable, farm-to-fork practices. They have four locations producing 750,000 pounds of catfish weekly.

### Location

Tuscaloosa, AL

### Industry

Manufacturing

### Company Size

250+

### Products Used



Managed IT



Voice, Video  
and Messaging



Internet

### The Challenge

In a busy 24/7 manufacturing environment, **uptime is essential.**

Harvest Select was looking for an MSP that could work with them outside of the 9-5. They needed a **local company that could come onsite** to one of their four locations when boots on the ground were essential. They also needed a **predictable IT spend** for their budget.

Their current provider was charging them an hourly rate regardless of time spent and not responding after hours or on weekends. In addition, the solutions were not always dependable. The impact of these issues was not only costing increased actual dollars billed for IT services, it was impacting the bottom line due to plant downtime when IT service needs were not met.

Harvest Select needed to find a managed IT provider that could meet the demanding needs of their manufacturing environment and give excellent service outside a 9-5 schedule.

# KEY TAKEAWAYS



## TECHNOLOGY THAT MEETS THE DEMANDS OF YOUR BUSINESS

The IT Voice solution has led to significant infrastructure improvements and reduced worry and stress in the work environment at Harvest Select. There is less need to call for assistance, but when they do call, someone is always available to help. This level of service is essential for their type of business. In a production environment, IT issues can lead to downtime that directly impacts the bottom line.



*"Three years ago we were so unstable. We had a lot of mechanical problems. We had a lot of infrastructure problems and we don't have that anymore, it's lowered my blood pressure considerably. And so what I've got is a peace of mind as well as time and that right there is something that, you know, might keep me live a little longer."*

## A LOCAL, KNOWLEDGEABLE PARTNER YOU CAN TRUST

IT Voice has multiple locations and skilled technicians that can come onsite to handle any issues that may arise. Their previous MSP only offered remote support. When Harvest Select needs a technician onsite, IT Voice can offer expert service where they need it.



*"You've got subject matter experts, Your technical team is a tremendous asset to your company. They know everything about everything and they don't mind getting their hands dirty. Our main technician has a pair of rubber boots that he brings with him when he comes to work here because he knows he's gonna get dirty, never complains, gets out there with me and does whatever it takes to get us fixed."*

## PREDICTABLE SPEND EVERY MONTH

With their previous provider, Harvest Select had no way of predicting what their IT spend would be each month. Managed IT with IT Voice allowed them to choose a plan tailored to their needs, eliminating unexpected service charges that drain the budget.



*"Every time we called them (the previous MSP) for technical support, 5 minutes, 15 minutes, they charged for an hours labor. So it was costing us money to get it done and it was costing us time because we could not work. I've been so, so happy with the agreement we have with IT Voice. I just appreciate it so much it's almost like you're doing me a personal favor, but that's just the way that your company operates."*

***"They always treat me like I'm the most important person, and I know you have other clients, but they always make me think like I'm the only one."***

***-Angela Smith, IT Systems Administrator***