

ITtelligent makes big IT transition

A PIECE OF CAKE

for DENCH BAKERS...

SMARTCARE™

Unlimited onsite, remote and phone IT support.

Case study



ITtelligent
CONSULTING SERVICES

HOUSE
WHITE

DENCH BAKERS IS A FAMILY OWNED MELBOURNE BAKERY THAT SPECIALISES IN FRESH, HANDMADE SOURDOUGH BREAD.

DENCH BAKERS



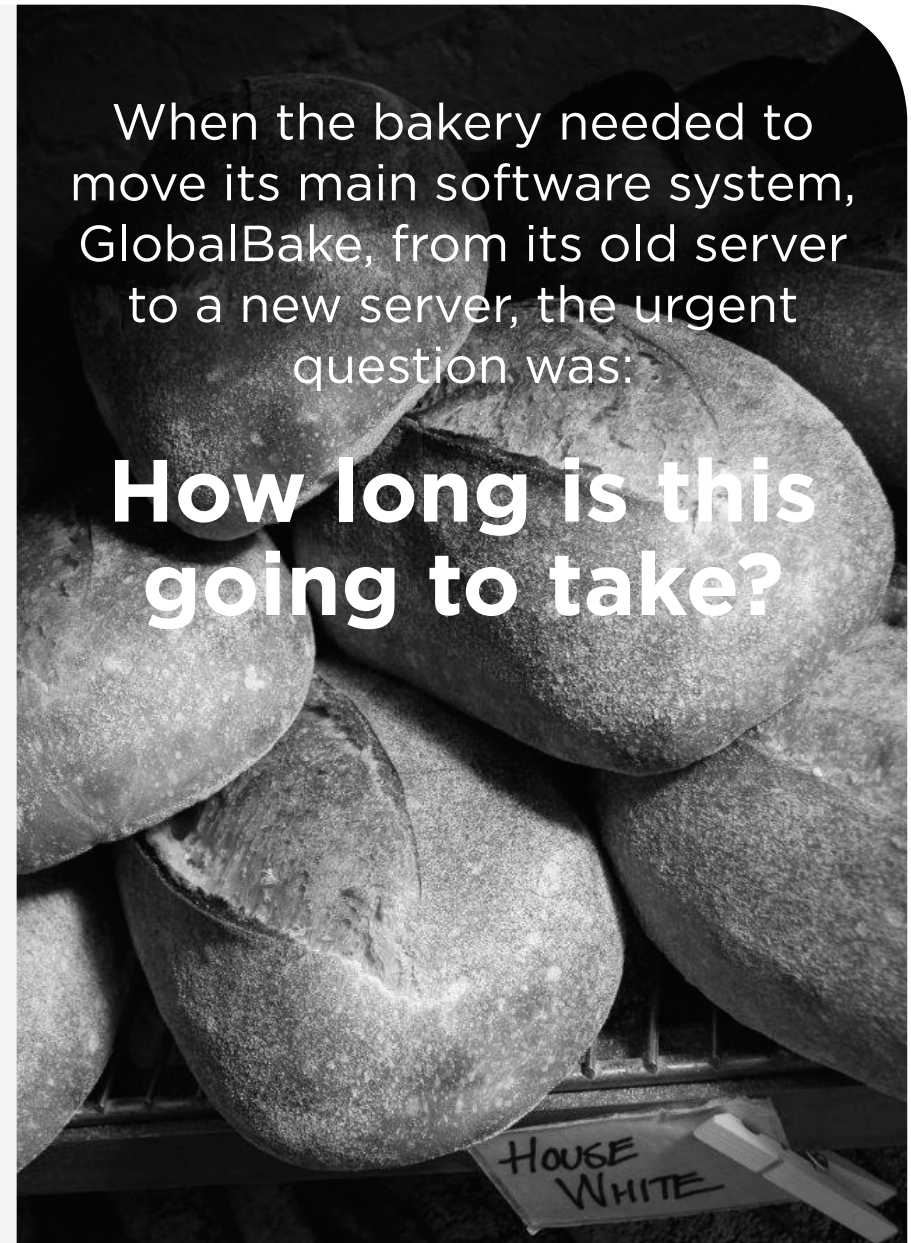
The bakery is famous locally for its tasty artisanal breads and baked goods such as cakes, tarts and croissants.

Dench Bakers also has two nearby cafés, Dench Café in Fitzroy North and Bread & Jam for Frances in Hawthorn. The bakery supplies bread and cakes to many local restaurants besides its own, and its two cafés are lively local meeting places. Dench Café displays the works of local artists, and was recently the setting for one of celebrity chef John Torode's TV show segments.

With so many irons in the fire, it goes without saying that Dench Bakers needs its information line to remain efficient.

When the bakery needed to move its main software system, GlobalBake, from its old server to a new server, the urgent question was:

How long is this going to take?



DENCH BAKERS DECIDED TO MAKE THE SWITCH, NOT JUST TO A NEW SERVER, BUT TO ITTELLIGENT'S SMARTCARE™ IT SERVICE

They received 24/7 remote monitoring and unlimited IT support for a single, fixed monthly fee, and without being locked into a contract.

**Business Manager
Sheridan Honey explains:**

"The transition was a serious concern to us, as we are heavily reliant on GlobalBake for all aspects of our bread operations. ITtelligent undertook research on hardware and software requirements prior to undertaking the project, which resulted in a seamless process with only about 20 minutes downtime.

Or, about the time it takes to bake one batch of biscuits!"

Sheridan Honey added: *"There are two major benefits. First is the fact that it's in ITtelligent's interests to keep us running and trouble-free, as we pay an all-inclusive package. Far better than the situation where a technician being paid hourly actually benefits from your downtime.*

The second benefit is that we can talk to actual people on the other end of the phone who are friendly, good communicators and skilled at problem solving.

ITtelligent's technicians are not only very technically capable but also good at communicating technical concepts in a non-technical and friendly way. Their attitude to customer service, including keeping the customer in the loop, is excellent."

But SmartCare's value may have been the icing on the cake for Dench Bakers. Sheridan Honey sums it up this way:

“ SmartCare represents extremely good value for money – it's a fair price for an excellent service which exceeds that offered by any other IT provider I've worked with over the past 15 years. ”

Sheridan Honey
DENCH BAKERS

SMARTCARE™

Unlimited onsite, remote and phone IT support.



CALL US NOW ON: 1300 88 90 95
or email us at support@ittelligent.com.au
www.ittelligent.com.au