



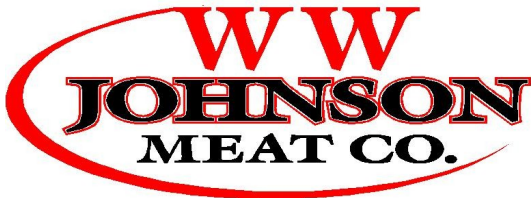
Profiles in IT Management WW Johnson Meat Company

At a Glance A small business finds All Covered's IT support to be a much better option than having internal IT people or using a smaller local IT service company.

The Context

Many small businesses use external companies for specialized support services. Finding the right partner can be a challenge. Having someone that can come on-site is preferred, but can a small local independent vendor really do the job well? This client finds All Covered to offer the best of both worlds—a local presence, backed by extensive knowledge and resources.

The Client



Since 1946, the WW Johnson Meat Company has produced premium quality ground beef for restaurants and food distributors. The firm specializes in fresh ground beef, manufactured to customer order. It also has a range of frozen ground beef products. The company focuses on delivering the highest quality products, using Certified Angus Beef and has its own processing facilities at its headquarters in Minneapolis.

Dealing with a perishable product means that quick order turnaround is critical. WW Johnson has invested in its IT support systems to enable this, including extensive production control systems and an ERP system, as well as full office productivity tools. This very successful small business now has 70 employees, split between the administrative and production sides of the business.

The Problem

WW Johnson was becoming more dependent on its IT infrastructure, but did not have the skills, knowledge and resources to successfully support their environment.

About All Covered

For more than 10 years, All Covered has been focused on enabling the success of Small Businesses through the effective use and management of technology. Across the U.S., more small businesses trust All Covered for their IT support than any other company. All Covered has local teams in over 20 cities with more than 200 IT experts who have the knowledge and skills to solve information technology challenges. All Covered offers value added IT services not normally available to small businesses, so clients reap the benefits from its partnerships, buying power and size.

Enter All Covered

In 2005, WW Johnson engaged All Covered to provide on-going support of office IT systems and to undertake upgrade projects as needed.

In 2007, Kent Mogler joined the company as Chief Operating Officer. Kent's experience had been in larger food processing companies, where support resources are more extensive. He saw that WW Johnson had already gone down the path of using external specialists for key service areas and he endorsed and expanded this approach.

The Results

Kent really likes the relationship with All Covered, saying, "we could not have achieved our IT vision and aggressive upgrades if we tried to do the support ourselves, or used smaller, local firms. With All Covered, I have a close working relationship with the local support team, but they often make use of their broader resources at All Covered to get problems solved and to keep things running smoothly. It's great knowing there's a whole team behind the scenes to back up the local people."

Kent makes regular use of the All Covered Client Portal to submit tasks and check for the status of open activities. If a user needs immediate help with an issue, the task is routed to All Covered Client Support Center. This team helps the user over the phone and uses remote control tools to fix the computer as needed.

As Kent says, "the All Covered team treats our problems as their own. I feel they are as committed to our success as a company as we are." Kent also commented that "we could not afford to employ the technical people needed to match All Covered's depth and breadth of technical resources. Since we operate a five day, 24 hour operation, it's great to have resources available beyond the central time zone work-day, including the weekend support and upgrades. We are looking for additional win-win ways to expand our IT relationship with All Covered."

"The All Covered team treats our problems as their own."
Kent Mogler
Chief Operating Officer, WW Johnson Meat Co.