



RETAIL

CASE STUDY

Cloud-Based IT Strategy Implemented in Less Than Six Weeks

CLIENT OVERVIEW



**LOCATED IN
RICHFIELD, OH**

**350
EMPLOYEES**



**3
LOCATIONS**



4020 KINROSS LAKES PKWY
RICHFIELD, OH 44286

THE CHALLENGE

Eagle Foods (Eagle) was founded December 31, 2015 and is a leading producer and marketer of canned sweetened condensed and evaporated milk products. Until Late 2015, canned sweetened condensed and evaporated milk products were part of The JM Smucker Company (Smucker), when the decision was made to divest this business. The new leadership team set an aggressive closing date of December 31, 2015 at which time communication solutions for all Richfield OH based employees were to be complete. The single guiding principle: Cloud-based solutions were preferred to on-premise infrastructure solutions.

THE SOLUTION

In her previous role as IT Director at Smucker, Becky Gurecky had researched cloud-based solutions and knew the direction Eagle should take. She contacted Improving - Cleveland (formerly ProSource Solutions), a leading Microsoft Partner and explained the situation. In mid-December 2015, Improving - Cleveland met with the Eagle team, and on January 1, 2016, a mere 8 business days later, Eagle was successfully up and running with Microsoft cloud-based email (Exchange Online), communications (Skype for Business), storage (OneDrive for Business) and collaboration (SharePoint Online) for the Richfield-based employees.



RESULTS & BUSINESS BENEFIT

- Eagle developed and implemented its cloud-based communication system in days.
- Day 1 availability included Microsoft Skype for Business for its headquarters-based employees—including Cloud PBX and PSTN with domestic and international plans.
- All users are managed via Office 365, which saves IT and telephone costs.
- Eagle’s El Paso facility migrated from their legacy telephony solution to Skype for Business in fall 2016, reducing their telephony costs approximately 30%.
- The combination of OneDrive for Business and SharePoint Online, allowed teams to share and store personal files immediately—while also eliminating the need for server storage at each facility.
- Just eight months after the cloud implementation, Eagle acquired Cornfields Inc. With both Eagle and Cornfields on the Microsoft O365 platform, the integration and migration was fast—taking weeks instead of months—and easy.

“
The key to our success is the speed in which our Microsoft cloud-based solutions were implemented. The ProSource team understood our requirements and was able to get us up and running in days.
 ”

- Becky Gurecky
 IT Director, Eagle Foods

Microsoft
 Partner



- Gold Application Development
- Gold Application Lifecycle Management
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Enterprise Mobility Management
- Gold Windows and Devices
- Silver Datacenter
- Silver Messaging

ABOUT IMPROVING

Improving is a technology management and consulting services firm deeply rooted in our commitment to establishing trust - not only with each other, but with our clients, partners, stakeholders, communities and others. We aspire to do this through creating transparency, delivering results, continuously improving, clarifying expectations and keeping our commitments.

Sharing the same values and passion for commitment, trust and excellence, ProSource Solutions joined the Improving brand in 2017, becoming Improving - Cleveland. ProSource’s service offerings focus on delivering critical information systems and business process improvements in four major areas - modern workplace, business applications, hybrid data center, and advanced business insight. The merger significantly strengthens the breadth and depth of the technical consulting services and training offerings that can now be utilized across all of Improving’s markets. ProSource is a successful, award- winning Microsoft Gold Certified partner that helps customers across industries, including: Financial Services, Retail, Manufacturing and Professional Services.