

Logan's Trading Company

EXECUTIVE SUMMARY

Logan's Trading Company is one of the most beloved garden centers in the Triangle and its on-site restaurant, The Seaboard Café, is one of the busiest lunch spots in downtown Raleigh. In 2009, the company's aging network and workstations were struggling to keep pace with growth and frequent network problems were a source of frustration. In addition, the company's

IT vendor was a "one man shop" with a full-time job, which meant he was often unavailable to respond to a crisis.

Computer Service Partners helped Logan's develop a long-term IT strategy to keep pace with the company's changing needs. CSP also provides 24x7 network monitoring and management as well as helpdesk support.

With **CSP Managed Services**, Logan's Trading Company has been able to:

- Gain peace of mind
- Resolve network issues
- Develop an IT Strategic Plan

THE BACKGROUND

Located in the historic Seaboard Railroad Station for almost 20 years, this family-owned and operated company has become a familiar landmark and favorite gathering place.

The busy garden shop and restaurant have been honored with several awards including Spectator Magazine's "Best In The Triangle" and Metro Magazine's "Metro Bravo Standing Ovation" for Best Garden Center.

Logan's has also been recognized by the City of Raleigh, the State of North Carolina, and various Historic interests for the preservation and restoration of the historic Seaboard Railroad Station.

But, while the garden center and restaurant were serving customers and winning awards, the IT infrastructure was in need of serious attention.

Leslie Logan, granddaughter of Logan's founder and current general manager said, "Last year our system went down in the middle of a Saturday in the spring. For us, that was a worst-case scenario. On one of the busiest days of the year, we were completely offline and hand-writing tickets – it was chaos."

"At the time, we had been working with an IT support person who also had another full-time job and was difficult to reach."

"During the week, it often took several hours to get a response and he wasn't available at all on the weekend. At least once, we waited two days for a response."

"That Saturday last spring was a real turning point for us. We came to the conclusion that we needed to work with a larger, more established company that could provide the support and monitoring we need."



Logan's Trading Company was located at the North Carolina Farmer's Market from 1965 through 1991. Since 1991, Logan's has been at the renovated Seaboard Railroad Station off Peace Street in Downtown Raleigh.

THE DECISION

"When we started looking for a new vendor, we had a few specific criteria in mind. We wanted to work with a company that was big enough to have the resources to respond to our needs. We also wanted remote monitoring and helpdesk support."

“From the first time CSP came to our store we felt like we could really communicate. I felt like they listened to our problems and were here to help.”

— **Leslie Logan**, General Manager
Logan’s Trading Company

“We looked at several other vendors and the prices were pretty similar. But what sold me was that CSP is a private, locally-owned company with a big team and the resources to fully service our account.”

“We also felt comfortable with their people. From the first time CSP came to our store we felt like we could really communicate. I felt like they listened to our problems and were here to help.”

THE IMPLEMENTATION

CSP started the relationship with Logan’s by conducting a comprehensive 6-week assessment. This proprietary assessment process is designed to bring client networks in-line with industry best practices. Any part of the network that does not meet the “best practice” standard is identified and addressed — whether it’s hardware, software, or an internal employee procedure.

The CSP assessment evaluated every possible detail of Logan’s entire IT system — from cable labels, device naming schemes, and security policies to backup plans, disaster recovery and software licenses.

In Logan’s case, CSP made several recommendations for improvements and upgrades. CSP also helped Logan’s develop an IT roadmap to address the most serious issues first and spread out the remaining upgrades over time.

THE OUTCOME

Under CSP Managed Services, Logan’s Trading Company was immediately covered by CSP’s proactive monitoring, management and remediation services, which include:

- Remote network monitoring
- Helpdesk services
- Asset management
- Software patches and upgrades
- Network administration and documentation
- Guidance from a Virtual CIO
- Regular business reviews and IT planning
- Best practices based on Logan’s IT environment

In addition, CSP recently helped Logan’s solve an issue with another technology vendor. Through the Managed Services relationship, CSP often plays the role “smart hands” between clients and their vendors.



Logan’s has been recognized by the City of Raleigh, the State of North Carolina, and various Historic interests for the preservation and restoration of the historic Seaboard Railroad Station.

In Logan’s case, a vendor for a point-of-sale system installed several new wireless access points and left before verifying that the new equipment was communicating with the server. That meant staff members in the garden center could no longer wirelessly scan merchandise. Because the facility is large and staff members are constantly on the move, wireless access is critical.

Even though this system was installed and maintained by another vendor, CSP dispatched engineers to diagnose the issue and play “smart hands” to solve the problem. This type of coordinated vendor management, and the ability to synthesize hybrid systems, is just one of the advantages of CSP Managed Services.

“If you think about it, our staff and CSP’s staff couldn’t be more different. We deal with plants and they deal with technology. No one on our staff is very ‘techie’. If the system goes down, or we can’t process a credit card, we’re stuck. That’s why we like working with CSP. We know they’re watching our stuff.”

Visit www.cspinc.com or e-mail info@cspinc.com



P.O. Box 33414
Raleigh, NC 27636

ph. 919.424.2000
fax. 919.424.2070