



SCS Case Study

The Client

The client is a company that specializes in providing comprehensive bar code solutions. Beginning in 1980 as a distributor of bar codes, they became the world's largest manufacturer of bar code film masters by 1984. The company's technical competence and knowledge of bar code standards soon allowed them to expand into other areas.

Today, they offer a wide range of bar code-related products and services; from sequentially numbered bar code labels featuring customized materials, coatings, die-cuts and colors; to the high-tech capabilities of security products and RFID.

The Challenge

The clients challenge is to keep existing customers and gain new customers by staying current or ahead of industry technology. In order to do this they need to keep their computer hardware, software and technology up to date. Before working with Superior Consulting Services and our network consulting team they had problems getting solutions to problems and issues resolved in a timely fashion. They felt they were not being listened to or had to ask multiple times to get tasks accomplished. Their hardware and software was starting to fall behind and even become unreliable.

The Solution

The company partnered with Superior Consulting Services (SCS) to handle all of their network and PC support. SCS quickly assessed their network, software and infrastructure and developed a strategic plan to manage their existing equipment and move the company to the next level of technology. SCS recommended hardware upgrades for old servers and helped migrate older software to newer versions on new servers. The SCS network team moved them from a slower, less reliable, more expensive internet service provider to a faster, more reliable and less expensive provider.

The Result

The client was very impressed with the professionalism and superior communication improvement over the previous network service providers. They felt that the entire change of resources and technicians was managed effectively, professionally, and successfully.

The client requested on-going support from SCS to help them continue to be the leader in their market. SCS is a partner in quarterly meetings to assist in planning their future technology endeavors.