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**David Byrne**  
CEO, The Olander Company



**Solutions & Success**  
The Inside Story

**BACS Consulting Group Delivers  
The Local IT Expertise The Olander  
Company Needs**

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## Solutions & Success

### The Inside Story

**OLANDER**

One of BACS Consulting Group's many valued clients is The Olander Company, a full-line distributor of standard and metric fasteners,

In the course of their 60+ years in business, The Olander Company has grown to work with customers in more than 45 countries. For all their IT needs, they rely on BACS Consulting Group.

Want to know why? Hear directly from The Olander Company.



## The Olander Company Chose BACS Consulting Group For Their Local IT Expertise

"For us, it's important that they are local," says David Byrne, CEO, The Olander Company.

When The Olander Company began the search for an outsourced IT company, they knew they needed someone local. They wanted to partner with a company that operated in their timezone and could offer the fast support they needed.

"We wanted somebody that could respond to us quickly," says Richard Theidt, Operations Manager, The Olander Company.

In the course of their search for an IT company, they got in touch with BACS Consulting Group. It soon became clear that, in addition to operating in the local community, BACS Consulting Group would be able to deliver the quality of support and attentive service The Olander Company required.

"We can have someone on-site within 15 minutes when we're having a major problem," says Richard.

**(650) 383-3850 | [www.bacsit.com](http://www.bacsit.com)**  
1793 Lafayette St., Ste. 120, Santa Clara, CA 95050

# 3 Reasons The Olander Company Needs Local IT Support

## Fast On-Site Support

How long will it take for a distant IT company to show up? Will The Olander Company be high on their priority list? Probably not.

This is unacceptable—every minute of downtime costs The Olander Company in productivity. Their IT service company should always treat their problems with a sense of urgency.

By working with a local IT company, The Olander Company can have their issues resolved promptly, which prevents IT interruptions and downtime.

## Personalized Attention

The Olander Company's business is unique, and they shouldn't settle for a one-size-fits-all approach. Remote IT support providers implement generalized solutions because it's easy.

With a local IT company that can meet with The Olander Company to learn about their operations and goals, they'll receive the personalized attention they deserve.

## Faster Resolution Times

Just like response times, it's important to know that resolution times for logged support tickets will be prompt. Both response and resolution times are shorter when The Olander Company has a local IT company in their local area that's invested in their success

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In addition to offering fast local support, BACS Consulting Group also provides assistance to The Olander Company's remote business locations in Rancho Cordova, CA, and Woodinville, WA. This comprehensive availability of high-quality IT support is exactly what The Olander Company wanted from their IT partner.

# BACS Consulting Group Seamlessly Managed The Olander Company's ERP Cloud Migration

The first project that BACS Consulting Group assisted The Olander Company with was the migration of their ERP systems.

"We have a very complex environment," says David. "We were spending so much time and energy trying to manage that, we wanted to partner with somebody we could rely on to help navigate all those challenges."

Enterprise Resource Planning (*ERP*) systems handle the management of core business processes, in real-time, using a combination of various software and technology.

An ERP system is a class of enterprise software that will ease the real-time management of data from across the different departments of an organization. These may include:

- ❑ Sales
- ❑ Purchases
- ❑ Accounting
- ❑ Manufacturing

ERP software systems will greatly simplify individual functions throughout the organization by automating them. ERP systems will also keep track of the organization's business resources. As beneficial as solutions like these are, there's still the challenge of having to implement them, especially when moving to the cloud.



A cloud migration can be a very complicated process. An improperly managed migration can result in a range of negative consequences:

- ❑ During the transition, the business could permanently lose key data with no backup or redundancies to replace it.
- ❑ The migration, already expensive, could take longer than expected and add additional downtime to the staff's work life.
- ❑ Once it finally gets installed and launched, the platform is overly complicated and difficult to learn, leading to more downtime for the staff.

An error-prone process like this requires expert planning and management—The Olander Company trusted BACS Consulting Group to manage it for them. Our team assessed The Olander Company's needs and carefully planned their cloud migration to make sure there were no errors and no unnecessary downtime.

"They have a systematic approach," says David. "They came out, they met with us, they understood our problems."

## **BACS Consulting Group Helped The Olander Company Go Remote During The COVID-19 Pandemic**

"We had to very quickly set up people at home," says Richard.

IT resources have never been as important as they are now as a majority of professionals work from home. In order for organizations like The Olander Company to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies. Fortunately for The Olander Company, they can rely on BACS Consulting Group for expert assistance.

"We didn't miss a beat," says Richard. "We were able to still hit our targets the week that we were going through this. A large portion of that is due to BACS Consulting Group."

The BACS Consulting Group team ensured that everyone working remotely for The Olander Company had what they needed to do so productively and securely. This allowed them to work at home as needed without any interruption to their ongoing business processes.

“We didn’t want to have to stress test our business continuity plan, but we did,” says David. “It lived up to what we planned together with BACS Consulting Group.”



## **BACS Consulting Group Has Helped The Olander Company Become A Better Business**

“The effect that partnering with BACS Consulting Group has had on our organization has been extremely positive,” says David.

Working with BACS Consulting Group, The Olander Company staff is confident they made the right choice. They now have an IT partner that directly manages everything IT-related in their business, from specialized software to third-party tech vendors to ongoing projects.

“Our users are getting much better and faster desktop support,” says David.

It’s this quality of support that allows The Olander Company staff to focus on delivering the best possible experience for their customers around the world. They don’t have to worry about their IT; they can trust that BACS Consulting Group is taking care of it.