

Agency easily consolidates IT operations

Advantage Waypoint easily unifies systems management and disaster recovery, both during its birth in a nine-company merger and through future acquisitions, using Quest® solutions.



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Harry Folloder, CIO, Advantage Waypoint

CUSTOMER PROFILE



Company	Advantage Waypoint
Industry	Food and Beverage
Country	United States
Employees	1,500
Website	asmwaypoint.com

BUSINESS NEED

When mergers brought nine companies together, the IT team had to quickly get disparate systems working securely as one so employees could resume business as usual.

SOLUTION

By selecting KACE® appliances for systems management and Rapid Recovery for backup and recovery, Advantage Waypoint was able to work effectively from day zero.

BENEFITS

- Enabled day zero management of endpoints in all companies involved in the merger, from one unified view
- Delivered reliable and easy-to-manage data protection
- Streamlined subsequent acquisitions

SOLUTIONS AT A GLANCE

- [Endpoint systems management](#)
- [Data protection](#)

Born as a merger of nine different companies, Advantage Waypoint has continued acquiring companies on its way to becoming a nationwide sales and marketing agency for foodservice, in-store deli/bakery and non-foods channels.

With each acquisition, CIO Harry Folloder and his team face the same scenario: bringing an entirely new environment under Advantage Waypoint's IT umbrella and keeping employees productive through it all.

DAY ZERO ENDPOINT MANAGEMENT AS A COMPETITIVE ADVANTAGE

"Our parent company, Advantage Sales and Marketing, merged nine companies overnight to form the first national sales and marketing company for the away-from-home food business," says Folloder. "I was responsible for information systems and technology, or IST, so I had to bring together nine disparate companies very quickly and build a data center from the ground up."

The IST team faced multiple challenges. "The first problem was that we had no visibility," recalls Folloder. "We had no idea where employees were, which endpoint devices they used or what was running on the devices. Our other big problem was that each company had its own set of processes, but we couldn't idle hundreds of employees while we pulled our networks together. Solving those problems in the middle of a nine-way merger meant that we needed day zero management of all endpoints across all companies."

MANAGING ENDPOINTS AND DEPLOYING OPERATING SYSTEMS WITH KACE

Folloder wanted to be able to identify all connected devices for a detailed hardware and software inventory, and also keep employees productive through the merger. The KACE Systems Management Appliance delivered all that, and more.

"From our first day of business," Folloder says, "KACE appliances allowed me to maintain completely separate environments while I managed them as one unified environment. They gave

me a view of all the new systems I had to inventory through the merger when the only connection I had to them was over the internet. Given that we needed something simple and cost-effective to bring nine disparate companies together very quickly, we've seen huge ROI from that connectivity alone."

As Advantage Waypoint continues acquiring and integrating companies, KACE appliances touch every employee in the company eventually by delivering:

- **Inventory and asset management** — Performing discovery and inventory of all hardware and software network-wide, including non-computer devices like networking gear and printers
- **Patch management** — Applying patches and updates to all endpoints
- **Self-service portal** — Providing a single repository of answers to technical questions
- **Application deployment** — Installing and updating applications on endpoints
- **Tracking of changes** — Tracking the process by which changes to master client data are validated
- **Service desk** — Identifying users with high trouble ticket volume for additional training

"KACE lets us trace the validation process whenever our master data – our real intellectual property – is altered," says Folloder. "It's all the same structure and look and feel, which means our staff in IST has greater flexibility to play more roles with less training."

PRODUCTS & SERVICES

SOFTWARE

KACE Systems Management Appliance

Rapid Recovery

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*Harry Folloder, CIO,
Advantage Waypoint*

RAPID RECOVERY FOR BACKUP AND DISASTER RECOVERY

After trying products from Symantec and Seagate, Folloder turned to Quest again, choosing Rapid Recovery for reliable, easy-to-use backup and disaster recovery. Folloder is now confident of data availability and business continuity in the event of a server malfunction or even a natural disaster.

“Rapid Recovery offers both business continuity and disaster recovery in a simple, noninvasive way,” he says. “It lets us restore everything from a single document to an entire machine. My ops team likes Rapid Recovery because it’s up 100 percent of the time, and they know they can easily recover from anything to keep the business going.”

A PARTNER IN MY BUSINESS

After so many years, Folloder regards Quest as a partner in his business.

“Whenever a new technology need arises,” he says, “I always turn to Quest first and ask, ‘What solutions do you have for this?’ They take the time to understand what we do, how we generate revenue, who our clients are and how we make them happy to ensure that their product is a good fit. I truly appreciate that mentality, because it makes my job much easier.”

“Quest products support the main functions of the business, which means offering our clients the greatest service they’ve ever had.” he adds. “Our perspective at Waypoint is that we want all of our clients to be our raving fans. The Quest solutions we’ve deployed have helped us create a stable, reliable, innovative foundation for making our clients raving fans.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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