

### SOLUTION OVERVIEW

#### INDUSTRY

Food and Beverage

#### KEY BENEFITS

- Effective Information architecture
- Uniform metadata
- Central Forms Repository
- Personalization by role and audience

#### TECHNOLOGY USED

- BPOS
- CRM 3.0
- .NET 3.5

#### STATERA PRACTICE AREAS EMPLOYED

- Online Solutions

### MICROSOFT'S BUSINESS PRODUCTIVITY ONLINE SOLUTION (BPOS)

#### Company Profile:

What does it take for a business owner in the foodservice and hospitality industries to be successful? Besides talent and a lot of gusto, it takes resources! With Sysco iCare, you have connections to some of the most innovative and valuable tools in the industry. What's more, these resources are all dedicated to serving your needs and helping you achieve your business objectives.

Sysco Corporation introduced the vision of delivering value-added services to its customers in 2002. The result was iCare—and the aim was simple: leverage Sysco's scale and sophistication to assemble a suite of services that can help customers succeed in the ultra-competitive restaurant industry.

#### The Challenge: Rising Application Management and Collocation Costs

Sysco iCare had previously partnered with Statera in early 2008 to implement a partner sales channel management application built with Exchange 2003, Microsoft CRM, and MOSS 2003. This application served as a website that Sysco iCare's customers and partners could use to collaborate and monitor sales leads and current projects across multiple business lines. Tight integration between CRM, Exchange, and SharePoint allowed all involved to monitor the progress of each customer according to their stage in the sales cycle, complete with automatic alerts and email-based workflow. After nearly two years, maintenance on the sales management solution involving patch deployment had become very costly for Sysco iCare. In addition to high maintenance costs, collocation was becoming increasingly expensive to the tune of over \$3500 per month. Sysco iCare looked at costs trending upward with no path for upgrade or additional new features and contacted Statera for assistance.

#### The Solution: Migrate to the Cloud and Leverage Microsoft's Business Productivity Online Suite

Statera reassembled the same team that worked on Sysco iCare's original implementation back in 2008 in order to ensure that knowledge around the previous project would be at the root of the initiatives going forward. Sysco iCare's main priority was to cut costs associated with application management and collocation fees of the application at the datacenter. Taking these needs into consideration, Statera's team began working on a Cloud readiness assessment which allowed the Sysco iCare team to work through their concerns associated with securing a cloud-based solution. The assessment also took into account the internal processes at Sysco iCare and ensured that a cloud-based solution of this nature could accommodate the more than 100 users that would be accessing the system simultaneously without suffering from performance issues. After conducting the brief assessment, it was determined that Sysco iCare was ready for the transition to a cloud-based BPOS solution for their business.

Statera's team migrated the current data and user profiles from the on premise solution to the BPOS suite online. By migrating to the BPOS solution, Sysco iCare was able to upgrade from Exchange 2003 to 2007 as well as to CRM 4.0, providing them the necessary system and feature upgrades they needed to provide a premium experience to their users. The migration itself took only a week to execute and in the end it cost iCare less than \$5000 in consulting fees. By moving to BPOS, Sysco iCare now had a dependable cloud-based solution that would allow them to reallocate the resources that they had previously devoted to application maintenance.

### **The Result: Drastically Reduced Costs, Increased Connectivity, and Improved System Capabilities**

After two weeks, Statera completed the readiness assessment and the migration to the cloud, Sysco iCare was ready for prime time. Sysco iCare was able to migrate a proven, custom solution to Microsoft's Business Productivity Online Suite (BPOS) that provided them a successful solution for automatic updates to their application without consuming their IT resources. In addition to saving time and maintenance, the BPOS solution provided Sysco iCare with a drastic cost reduction. Before the migration to BPOS, Sysco iCare was paying \$3500 per month in collocation fees. After moving to BPOS, collocation fees dropped to a little less than \$350 per month! The final benefit of the BPOS solution was improved connectivity and more stringent Service Level Agreements (SLAs) that came with leveraging technology from a company like Microsoft. Microsoft's Customer Care team is available 24/7/365 to support iCare with any incidents that may occur and the BPOS solution is backed by an extensive power network that ensures maximum availability and minimal downtime. Sysco iCare now operates with a solution that is highly available, completely dependable, and costs 90% less than their previous solution.



*For more information on Statera's capabilities, please visit [www.statera.com](http://www.statera.com) or call 720.346.0070*

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