

Green Valley Agricultural

Green Valley Agricultural is a growing fertilizer producer in West Michigan with multiple locations including Caledonia, West Olive, Hamilton and Bangor, Michigan. The company has managed to expand its operations over the past year and continues to succeed in a difficult Michigan economy. Green Valley Agriculture has found ways to integrate technology to align with business needs, maximize operational efficiencies and thrive in an extremely competitive industry.

Business Challenge/Technology Needs:

Along with company growth, the need for ongoing IT services also increased. Todd Schrotenboer, Controller for Green Valley Agricultural was responsible for the majority of the technology maintenance, along with all his other primary responsibilities. Green Valley recognized the need for complete IT support, but was not able to justify the cost of employing a full time IT technician. Green Valley also needed a network refresh, but had limited resources to make a proper self-recommendation.

The Technology Solution:

Corporate Technologies' Technology Advantage® program was introduced to Green Valley Agricultural. Technology Advantage not only gave them the 24x7 support they required, but also help desk support, onsite hours and Exchange maintenance and monitoring.

The help desk support was installed on each end user's desktop to eliminate the company Controller from being the first point of contact during IT issues. Green Valley chose the Technology Advantage Premium Edition program giving them extended help desk support from 8am to 8pm. When a call is received the Help Desk can remotely take control of the end user's computer and fix issues in real time. Each call is logged and can later be viewed by Green Valley Agricultural.

In addition, the Onsite Manager (network device) allowed Corporate Technologies to perform a network assessment for Green Valley and render a network refresh recommendation based of their current infrastructure and hardware utilization trends. The Onsite Manager also sent patches to Green Valley's PCs and will continually send updates as well as a monthly service and inventory log for Green Valley Agricultural to view in the future.

Along with the help desk support and Onsite Manager, Green Valley has 10 hours a month of onsite time to be used for work performed by Corporate Technologies technicians. This time is available for consulting, break/fix work and many other services that Corporate Technologies offers. Over 70% of these onsite hours are scheduled on a monthly basis to give Green Valley the in-house support for IT services that can't be resolved remotely.

The Results:

By utilizing Technology Advantage, Corporate Technologies is now able to manage Green Valley's growing IT requirements allowing Green Valley to focus on their business. Technology Advantage also gives Green Valley Agricultural 24x7 proactive support with access to rapid response for IT issues. By utilizing Technology Advantage, Corporate Technologies is now able to manage Green Valley Agricultural growing IT requirements. The overall goal to create a suitable full service IT solution, without the cost of hiring an in-house technician, was achieved. *"Working with Corporate Technologies under its Technology Advantage program has given us the IT support and resources our business requires in a rapidly evolving, technological economy."* - Todd Schrotenboer, Controller, Green Valley Agricultural