



365 TECHNOLOGIES INC.
Worry-Free IT™

Solutions & Success
The Inside Story

Medallion Milk Co.

“We’ve had a very good relationship with 365 Technologies. It has been great.”

- **Kingsley Bowes, General Manager**
Medallion Milk Co.



HIGH QUALITY
POWDERED MILK
100% Canadian 🍁



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365 Technologies Takes Care Of IT So Medallion Milk's Staff Can Do Their Jobs

Medallion Milk is a powdered milk producer. With a small team and an actively growing business, Medallion Milk works with clients worldwide to sell their product.

For the past three years, they've relied on 365 Technologies to take care of their IT.

"We've had a very good relationship with 365 Technologies," says Kingsley Bowes, General Manager, Medallion Milk. *"It has been great."*

365 Technologies Needed Help Scaling Up Their IT

Business growth is a double-edged sword. The more you can expand and the greater economy of scale you can access, the more profit you can generate.

But there's a catch—you need to be able to manage your rapidly expanding network of locations and entities, including your IT.

Unfortunately, IT often takes a backseat when enterprise organizations acquire new businesses. This can lead to severe performance issues, chronic downtime, and security vulnerabilities.

That was the case for this Medallion Milk—they were growing so fast they couldn't scale their IT in line with their infrastructure and staff.

They connected with 365 Technologies in 2019 for additional support in the area of IT to help with their next phase of growth.





Medallion Milk Staff Needs Expert IT Support They Can Rely On

As Medallion rapidly grew over the past three years, entering new international markets and connecting with new distributors, they have relied heavily on 365 Technologies' expert assistance.

Their small and nimble team can't afford to wait days for a resolution to an IT problem. Our team's live answer help desk and fast time to resolution on tickets ensured that they could focus on growing the business rather than dealing with IT challenges.

IT support needs to be fast and available, as simple as that. If you're waiting for hours to hear back from your IT support, or if your IT support only offers remote assistance, then you're not getting what you need.

IT that's too slow or too inflexible will quickly lead to a range of consequences...

Impermanent Solutions

When your IT support charges by the hour, they're encouraged to focus on billable hours. It doesn't benefit them if your tech is working the way it should. You could find yourself repeatedly calling them to help with a problem that never quite gets resolved.

Rapid Escalation

A minor computer problem can quickly turn into a disaster. This is especially true today with the increase in cybercrime like ransomware. What starts out with just one malicious email can spread throughout your entire network, locking down your data, and your operations.

Cost Of Downtime

A non-managed IT services provider will start charging you after you've already lost work time - time spent on repairs or updates can add up fast.

With our easily available and fast-acting support team, Medallion Milk doesn't have to worry about any of these issues. Whenever an IT issue crops up, they know they can call our team and get a solution right away.



365 Technologies Delivers IT Expertise For Medallion Milk

"Michael has a talent for hiring people," says Kingsley. "They're very competent, but they don't look down their noses at you."

You may have heard that industry-leading, award-winning, unbeatable IT services come down to one specific thing.

Maybe it's offering the latest, greatest, fanciest, tech gimmicks (which also tend to be the most expensive). Maybe it's the lowest possible monthly price (coming, of course, with a long list of addendums, conditions, nickel-and-dime fees, etc.)

But what really matters in IT? People, of course.

Communication is a core factor in how well our team can serve our clients. In addition to making sure we use understandable language when explaining our support process, we also work hard to understand our clients' needs and expectations.

"They talk in language we can understand," says Kingsley. "They work with us very respectfully."

In addition to being available and personable, our team is also committed to addressing Medallion Milk's problems quickly and effectively. In the rare instance that we can't immediately address an issue over the phone (Kingsley estimates this happens only once out of every 200 or 300 calls), we focus on the task until a resolution is achieved.

"They don't drop the ball," says Kingsley. "If there's something to do, they're following up with it."



365 Technologies Is Moving Medallion Milk To The Cloud

The latest project we're undertaking with Medallion Milk is moving them to the cloud. We are in the process of migrating their data to Microsoft SharePoint to enhance their data access and security capabilities.

Microsoft SharePoint is a cloud-based platform that enables companies to backup, store, retrieve, and collaborate on spreadsheets, documents, presentations, databases, and much more. It seamlessly integrates with the more popular of Microsoft's products, Microsoft 365, and has the capacity of being configured for a wide variety of applications and workflows.

As the name implies, Microsoft SharePoint is designed to allow Medallion Milk to share files, collaborate, edit, and more with anywhere from a single coworker to an entire team.

A cloud migration is a big process, and if it's not handled correctly, it can be error-prone and overly expensive. 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 is finally installed and launched, the platform is overly complicated and difficult to learn, leading to more downtime for the staff.

That's why Medallion Milk is trusting 365 Technologies with the process. By having an expert IT company manage their transition to Microsoft 365, Medallion Milk will be able to focus on their own work and trust that the process is being carefully managed.

By moving their files and folders to SharePoint, 365 Technologies will eliminate Medallion Milk's reliance on a server. With our help, they will be able to work from anywhere, from any machine, and do it securely.

All their processes will be optimized for remote work. They will be able to co-author and share via Microsoft SharePoint instead of sending attachments back/forth and not being certain who has the most recent copy

Medallion Milk Can Focus On Doing Their Jobs

"We're small, and we can't afford to be dealing with IT," says Kingsley.

Working with 365 Technologies, the Medallion Milk staff is confident they made the right choice. They now have an IT partner that directly manages everything IT-related in their business.

It's this quality of support that allows the Medallion Milk staff to focus on their work. They don't have to worry about their IT—they can trust that 365 Technologies is taking care of it.

"365 Technologies enables us to do our jobs," says Kingsley.

