

PositiveVision develops a Framework for Success for Logan Graphics

Success Story

There is nothing that enhances a photograph or a painting like the perfect mat and frame. Logan Graphic Products, Inc. of Wauconda, IL understands that value, and for years has been working to give people the opportunity to make their pictures pop. They manufacture retail mat cutting and picture framing equipment for use right off the shelf—and have been doing so since 1974. And, for well over 30 years, artists, photographers, decorators, and hobbyists have given their work that special edge thanks to Logan Graphics.



Time to Re-Frame Business

A business like Logan Graphics requires a workhorse of an IT system—something they can depend on to hold together their day-to-day operations. Consequently, for years they have worked with Sage Platinum because it performed all the functions they needed, holding everything together perfectly. In fact, they were “heavily invested in it,” remarks Curt Logan, president of Logan Graphics. “All we really needed was someone to service the system ensuring that it was operating at peak performance.”

This is where they encountered a

problem. Logan Graphics had been working with an outside company for their computer system maintenance, paying thousands of dollars monthly for the service. Eventually they began to wonder if the service they were getting was really worth its price tag. Therefore they decided to get in touch with a former employee from their IT department, Nicole Sherman, who was now working with a company called PositiveVision. As a leading provider of information technology and tailored business

solutions, PositiveVision was a perfect match for the ‘outside, third party perspective’ that Logan Graphics was looking for. Nicole was able to coordinate some investigative IT work, and PositiveVision’s findings confirmed their suspicions—Logan Graphics was being charged for all sorts of unnecessary and questionable work. As Curt puts it, “we were paying for a Cadillac when we really only needed a Civic.”

PositiveVision Gets Everything Squared Away

Logan Graphics’ first move was to get rid of their old service provider and hire someone they could trust. As Curt recalls, “PositiveVision was an easy choice

Challenge:

Logan Graphics was paying about \$40,000 a year on IT maintenance that they were not sure they needed.

Solution:

PositiveVision determined that Logan Graphics was paying more than they needed and stepped in to provide system maintenance with better attention and much higher integrity.

Results:

Logan Graphics is now running on updated systems, and are better equipped to handle their own IT. And the best part is they are saving around \$35,000 a year on maintenance costs.

Company:

Logan Graphics

- Manufacturing Company
- 40 employees
- Headquarters located in Wauconda, IL



About PositiveVision

Positive Vision is one of the leading providers of information technology software for manufacturing businesses in the greater Chicago area. Our expertise lies in streamlining systems and processes to maximize your business technology. We offer expert advice, project management, training, and technical support so that your business objectives can be met in the most effective manner possible.

Positive Vision's consultative approach recognizes that each organization is unique. The team at Positive Vision is well trained and experienced in learning each client's business to provide a tailored solution. We value honesty and integrity above all else, and at all times operate with your business objectives in sight.



Authorized Partner

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because they had already shown us that they had the integrity to provide a good product for a good price.”

PositiveVision came in and got right to work. The first order of business was the replacement of the server, which was nearing the end of its useful life. Replacing the server meant some major work with Sage Platinum as well, so Logan Graphics decided to seize the opportunity to upgrade their software at the same time—but the process turned out to be more complicated than they expected.

The day PositiveVision was scheduled to replace the server; it crashed before they began working on it, and unfortunately lost a good deal of important data. The replacement and upgrade could not begin until the data was recovered, and Logan Graphics was at a standstill without a running server. PositiveVision worked tirelessly from 8 AM until the job was finished at 3 AM the following day, recovering the data, replacing the server, and upgrading Sage Platinum so that Logan Graphics could be on their feet as quickly as possible. Curt remembers it clearly: “the next day it was seamless—everything worked perfectly.”

PositiveVision Puts a New Edge on Logan Graphics

“PositiveVision did what was best for our business, not what was best for the IT business or for themselves,” comments Curt. The difference is astounding. Working with PostiveVision has ended up costing about 1/3 of the amount that



they had been quoted by other service providers. Instead of averaging \$40,000 per year in maintenance and contracts, PositiveVision set up a fully functional system, costing them around \$5,000.

Above all, Logan Graphics got what they needed—lower cost and reliable service. Curt remembers it happily, “PositiveVision looked at what our wants and needs were and specifically tailored a program relevant to what we wanted.” From Nicole’s perspective, sustainability was the number one accomplished goal, as they were able to teach Logan Graphics how to run and sustain their own IT department.

Today, Logan Graphics is updated, supported, and above all empowered to have control over their business—all thanks to the integrity and attentiveness of PositiveVision.

