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## SalonQuest LLC Returns Focus to Core Business With Help of Network Assurance from BCG Systems

Established in 1998 with headquarters in Chagrin Falls, Ohio, SalonQuest LLC specializes in the manufacture and distribution of high-end hair care products exclusively for independently-owned salons and spas. When it came to the performance of their network and IT assets, having a provider that served as a trusted advisor was of utmost importance. With a host of very broken systems in place – ranging from desktops to servers – SalonQuest wanted the ability to free up their own bandwidth to focus on their core business, not IT.

### CHALLENGE

Manufacturer and distributor of high-end hair care products in search of a strategic IT support partner with an extensive range of systems support expertise.

### SOLUTION

Network Assurance program which includes 24/7 monitoring, proactive network administration and support services.

### RESULTS

Improved responsiveness, enhanced system and virus monitoring, and more robust, efficient system backup processes. Network Assurance has proved to be the most cost-effective way to get the support of a full IT staff for a fixed monthly cost.

### In Search of a Strategic Partner

Since the inception of the company, SalonQuest LLC had been relying on a single individual who served as an independent IT consultant for the company. However, with a one-person operation, timeliness and availability proved to be challenges when IT issues arose. At times, the consultant was unavailable while serving other clients, leaving SalonQuest to troubleshoot IT issues on their own or be forced to deal with system downtime and the associated loss of productivity.

Additionally, the company did not feel as if their existing provider was strategic enough nor maintained the level of expertise in all areas required by their business.

As they began their search for a new IT partner, SalonQuest was strictly focused on finding a provider that could serve as a strategic partner – one who could look at their business as a whole, identifying areas for improvement across the organization and not just fix network and system issues that arose. In addition, because many of the internal systems users were not equipped with IT expertise, they were in need of extra help when it came to user support.

### BCG Systems Delivers Support of Full IT Staff

"We looked at several different companies during the selection process ranging from pure IT repair-type shops to consultative companies such as BCG Systems," stated Scott Bonnette, controller at SalonQuest LLC. "BCG Systems clearly had the largest staff with a broad array of expertise in an extensive range of areas that we



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Scott Bonnette  
Controller, SalonQuest LLC

## About BCG Systems

BCG Systems is a single-source provider of business management software, hardware, and infrastructure planning. Nationally recognized for providing exceptional information management solutions and service, BCG Systems designs, implements and supports cost effective ERP, CRM, and networking systems — in addition to custom applications and Web development. BCG Systems' certified professionals combine experience, commitment and ingenuity to maximize the return on each client's technology investment.

could pull from. In addition, since we didn't have an existing relationship with an accounting firm, we were pleased to learn of BCG System's tie to BCG & Co. Having that relationship already in place will help us for our future tax and accounting services needs."

BCG Systems closely considered the IT challenges faced by SalonQuest in addition to their current state versus desired future state and expectations, and made the recommendation to transition SalonQuest to the Network Assurance program, a managed services program that would enable the company to gain control of their IT support while delivering the protection of a full IT staff.

"We were looking for a strategic partner and someone that could be there for the long term, really taking the time to understand what we do and be able to help us move into the future," commented Bonnette. "Going with BCG Systems and the managed services model was the best fit for what we wanted in the way of a strategic partner. The fixed monthly cost also makes it easier to budget, allowing for more accurate cash flow forecasting."

### Responsiveness is Key

Since transitioning to the Network Assurance program, SalonQuest has significantly benefited from the responsiveness of the BCG Systems team. Issues that once took weeks to have resolved are now attended to and fixed in a matter of hours.

"The more critical the issue, the greater the responsiveness," noted Bonnette. "We've had two machines that have gone down since partnering with BCG Systems and in both instances, someone was at our office within hours and diagnosing the problem. If they can get a laptop back up in a matter of hours versus a couple of weeks, there is a lot of productivity gain there from having the resources available to us." This responsiveness provides Bonnette with peace of mind on a daily basis, knowing that support issues get resolved quickly and accurately.

### Expertise That's Second-to-None

Further enhancements made to SalonQuest's IT systems include better virus monitoring tools and more robust system backup processes. No longer are outside sales associates relied on to report viruses or system performance issues. BCG Systems continuously monitors systems from behind the scenes, providing better visibility into system vulnerabilities. In addition, SalonQuest is now backing up more user data than ever before — all the while cutting backup time from 9 hours nightly to 3.5 hours. According to Bonnette, "In the event of a crash or any significant computer issue, we can get back to productivity quicker than ever before."

For SalonQuest LLC, the Network Assurance program has proved the most cost-effective way to get the support of a full IT staff. "We probably couldn't have one IT associate on our staff for what we pay BCG Systems to handle our systems and all of our IT needs. Even if you could afford one person, the level of expertise could never match that of the combined group of BCG Systems associates," stated Bonnette.

