Famous Dave's
Reducing IT Spend with ReliaCloud® FLEX

The Company

Founded in 1994, Famous Dave's authentic BBQ starts in a live-wood smoker stoked with genuine hickory logs. Pitmasters hand-rub the meats with a custom blend of spices and cook for hours to extract the natural flavors. They source the highest quality meats and trim them up like they're in a competition and hand-rub them with the freshest seasonings available to create mouthwatering experiences! In addition to their BBQ and grilled meats, their menu features a selection of salads, sandwiches, side items, and made-from-scratch desserts.

The Challenge

To align with new corporate initiatives, Famous Dave's needed to reduce their IT overhead while still ensuring their back-office IT systems were up and running.

Their environment consisted of legacy hardware housed on-premises at one of their office locations. As is most-often the case with aging hardware, the costs associated with maintaining this environment were substantial and often unpredictable. In addition, too much time was spent monitoring and maintaining these systems. Their internal IT staff wasn't able to focus on their applications and data – tools that are critical to the business.

With most of their hardware reaching end-of-life and no desire to invest capital on a refresh, Famous Dave's decided to outsource their IT to a third-party vendor. By shifting from a CapEx to OpEx model, they could reduce their IT spend and free their IT staff to better support the business and drive their strategic initiatives.

The OneNeck® IT Solutions Answer

Famous Dave's conducted a competitive selection process with several vendors providing input for the project.

"OneNeck took a consultative approach, providing us with options around public and private cloud as well as colocation. They walked us through each solution and helped us determine what the best fit was to help meet our business needs," said Matt Ambuehl, Director of Information Services at Famous Dave's.

After careful analysis with the Famous Dave's team, it was determined that OneNeck's hosted private cloud solution, ReliaCloud® FLEX, would meet their requirements.

Famous Dave's Summary

Organization	Famous Dave's
Industry	Food and Beverage
Business Challenges	Replace costly on-premises IT environment
	Free IT support to focus on strategic initiatives
Application Environment	SQL
	Analytics and Reporting

The solution consisted of a fully hosted and managed Infrastructure as a Service (IaaS) platform housed in one of OneNeck's state-of-the-art data center facilities, backed by a 100% availability SLA. To facilitate their workload migration, OneNeck's Advanced Services team utilized Zerto's migration tool.

"I was impressed with the attention to detail, level of communication and overall project management the OneNeck team exhibited during our migration to ReliaCloud FLEX," said Kevin Robideau, Manager of Systems Administration at Famous Dave's. "We were provided with full transparency, and status updates were communicated frequently, allowing us to ensure the project was implemented on time."

The Benefits

By partnering with OneNeck and migrating to ReliaCloud FLEX, Famous Dave's was able to take advantage of the following benefits:

- They eliminated the day-to-day focus of managing IT. With a fully hosted and managed solution in place, Famous Dave's can now allocate their in-house talent and skills to focus on core business objectives.

- They reduced IT spend, as they no longer had to invest capital in refreshing their IT infrastructure.

- And finally, they ensured high-availability of their applications and data.

"With OneNeck and ReliaCloud FLEX, not only have we been able to reduce management and infrastructure costs, but we've also been able to increase the availability of our apps and data, allowing us to keep selling ribs," said Robideau.

About OneNeck IT Solutions

OneNeck IT Solutions provides world-class, hybrid IT solutions for thousands of businesses around the globe. From cloud and hosting solutions to managed services, ERP application management, professional services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

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