

# Taylor Farms



**Taylor Farms** supplies fresh-cut fruits and vegetables to restaurant chains and wholesale markets. Their state-of-the-art processing plants, strategically located in seven states and in Mexico, enable them to distribute the freshest possible produce to customers throughout the US.



Founded in 1994, Taylor Fresh Foods' objective is to be the predominant supplier of fresh cut fruit and vegetable products to the foodservice and wholesale markets through total dedication to customer service, product quality and efficient operations. "Dedication and focus by all of our employees at all of our facilities is the key to our success."

Taylor Farms' state-of-the art processing plants in California, Arizona, Colorado, Florida, Maryland, Tennessee, and Texas, enable them to distribute the freshest possible produce to customers throughout the US.

In 2005, when Taylor Farms decided to replace their aging ERP system, the first challenge they faced was to overhaul their infrastructure nationwide. As sales grew to over \$700 million in ten years, Taylor had installed independent ERP systems for each operating company, but they now needed to accommodate national customers with a single integrated system. With seven regional operating companies running twelve plants and processing over 20 million pounds of fresh vegetable produce a week, efficient implementation was an absolute requirement.

Taylor Farms turned to JustWorks to provide core infrastructure, Help Desk and desktop support services. Using the JustWorks standardized deployment model, all of the Taylor Farms' facilities were successfully upgraded within 12 months to the latest Microsoft technologies. Every site has a BaseWorks rack installed with OfficeWorks distributed across the country, and MailWorks centralized in a co-location facility in California.

Twice a year, JustWorks participates in the mission critical relocation of Taylor Farms' fresh salad operation. Ensuring optimal growing conditions, Taylor Farms' fresh salad operation rotates between

Arizona and California. Each April, the entire operation is moved, with utmost precision and no interruption in service, from Yuma, Arizona to Salinas, California, the largest vegetable-producing county in the US. Come November, the strategic operation is conducted in reverse. JustWorks provides IT support services for these moves, which involve moving 100+ employees and all their IT services inside a 24 hour window.

Taylor Farm's mission – total dedication to customer service, product quality and efficient operations – is supported and shared by JustWorks.



*"Taylor Farms' mission – total dedication to customer service, product quality and efficient operations – is supported and shared by JustWorks."*

# Iron Mountain Fulfillment Services



**Iron Mountain Fulfillment Services (IMFS)** online GroupTrak web interface enables customers to effectively manage their collateral material inventories. From a dedicated website, **IMFS** customers have instant access to all collateral, and efficiently direct mailings, create kits, personalize letters, design collateral and more.

Since 1998, JustWorks has supported IMFS's delivery of excellent service to their clients by providing critical IT infrastructure and desktop support to all eight IMFS locations nationwide. In addition to maintaining 40+ production servers, JustWorks is responsible for configuring all workstations and printers from New Jersey to California. In addition, we manage security for IMFS's FTP site and troubleshoot issues that arise relating to FTP access. We have also helped to deploy wireless access to all IMFS offices.

Server maintenance at IMFS involves proactively monitoring the health of servers, frequent application of updates and immediate response to issues. Nightly backups are monitored on servers across the country.

JustWorks is actively participating in IMFS's rollout of its new software, NextGen. We are assisting with the distribution of necessary files to all sites across the country, and preparing new servers for deployment to IMFS's Dedicated Fulfillment Centers.

*JustWorks supports IMFS' delivery of excellent service to their clients by providing critical I.T. infrastructure and desktop support to all IMFS locations nationwide.*



During 2008/9, we are upgrading all systems to fully virtualized clusters to provide flexibility and fault tolerance. JustWorks engineers spent several days at each office rewiring server racks, cleaning Spyware, checking hardware health and applying updates to all computers throughout the IMFS network.



JustWorks has been instrumental in integrating the IMFS network with the Iron Mountain corporate infrastructure, which allows seamless access to centralized applications from all DFCs.



Support is provided to IMFS via telephone and the Internet. JustWorks also performs a weekly network health checks for all IFS locations as well as a site visit to IMFS' corporate headquarters in Milpitas, CA.

## SOS Steel Company, Inc.



The firm of **Somers, O'Rear & Stephan** was founded in 1946 by John Somers, Lee O'Rear and Paul Stephan.

Originally located in San Jose, the company moved to Santa Clara in 1955. SOS Steel Company, Inc. was incorporated in 1986 as a successor organization and became 100% employee owned in 1990. The principals today are Steve Boucher, President and Gary Meade, Vice-president/Secretary.

SOS Steel represents a good example of the range of company sizes that JustWorks' systems work well for. Most SOS employees work on the floor welding and fabricating steel or out in the field performing the erection of steel structures up to three stories high. JustWorks supports the office, where the in house detailing staff handles most shop drawings using AutoCAD software, as well as the accounting, management and administration functions.

*"SOS Steel represents a good example of the range of company sizes that JustWorks' systems work well for.*

*Simple, reliable computer systems . . . remains the objective."*

SOS Steel became a JustWorks customer in 1997 after a system failure that resulted in major problems. Simple, reliable computer systems that allow SOS to carry on their business was, and remains, the objective. Over the years, JustWorks has worked with SOS to help manage growth and recession in the construction industry both of which have been significant in Silicon Valley in the intervening years!

SOS Steel has a well organized steel fabrication facility located on 2 ¼ acres in Santa Clara. The SOS shop has 30,000 square feet of covered fabrication space serviced by one 10-ton and two 5-ton overhead cranes. A state of the art Peddinghaus beam line,

Peddinghaus plate-processing machine and beam-cambering machine all facilitate their steel fabrication.

The flexibility of JustWorks' modular systems allow Steve and Gary to manage the business without having to calculate the impact of changes in personnel or applications because they know we will just make IT work for them as hard as their Peddinghaus equipment does!

*SOS Warehouse and Fabrication Facility*



JustWorks provides services to a wide variety of organizations, from manufacturing to finance. Our solutions provide the core systems that businesses need to succeed to today's enterprise climate, allowing flexibility and consistency while keep costs under control.

## Photoflex



Founded in 1985, **Photoflex** is a world leading manufacturer of lighting and studio equipment for the photographic, film and video industries.

Originally located in San Jose, Photoflex moved to a larger facility in the seaside town of Santa Cruz in 1989. Within two years it outgrew that location and expanded to another in the same town, and in 2000, traveled down Highway 1 to Watsonville, its sixth location in 15 years. By 1992, European sales dictated the need for a warehouse facility in the Netherlands and that facility has relocated three times to accommodate growth in sales. Today, Photoflex markets its products through distributors in 60 countries on all continents except Antarctica.



*Photoflex Headquarters in Watsonville*

In addition to the equipment side of the business, Photoflex operates **Web Photo School** ([www.webphotoschool.com](http://www.webphotoschool.com)), the largest online

resource for photography and digital-imaging lessons for all levels of photographers from beginning amateur to seasoned pro.



*First Studio Portrait Kit, a Photoflex product*

Photoflex became a JustWorks customer in 2003 after another internal IT resource didn't work out and the decision was taken to hire a professional firm to manage all aspects of technology for the company. JustWorks manages the internal systems that run the business, as well as the Internet systems that support Photoflex's growing education division, Web Photo School.

A particular challenge at Photoflex is the quantity of high resolution photographic images that must be stored – more than half a Terabyte! JustWorks has met that challenge by introducing the right technologies at the right times to keep the data safe and available. In 2008, JustWorks installed new database systems as part of JustWorks V to help Photoflex implement new CRM and reporting systems to support their growing business.

JustWorks' modular systems and comprehensive services allow Photoflex to focus on new opportunities to grow their business, confident that their IT infrastructure will be able to keep up with and meet the challenges as they arise.

Photoflex and JustWorks, a partnership that sheds just the right light on successful outsourcing as a strategy for growth.

*"JustWorks has met the [storage] challenge by introducing the right technologies at the right times to keep the data safe and available"*