



The Highest Quality Products

The Best Customer Service

Medina is the most trusted name in bakery & restaurant supplies!

“I am glad to say that we have been customers of Michell Consulting Group for many years and have always had exceptional service and support from them.”

Robert Martin, President

Company: Medina Baking & Powder Products
Location: Miami, Florida
Industry: Manufacturing & Distribution
Workstations: 7
Users: 7
Servers: 2

CHALLENGES

- Constant unexpected system issues translated into many hours of lost revenue and downtime.
- Random server crashes causing unscheduled downtime
- Backup Issues/Incomplete Backups
- Network-wide issues with security updates

BENEFITS

- Reduced Network Downtime by: 30%
- End-User Satisfaction: 100%
- Achieved complete corporate data protection
- Robust Off-Site back-up of all important files, data and ERP software. This proved useful when Medina Baking’s warehouse caught on fire and destroyed all their PCs and servers.

Medina Baking & Powder Products

“Highest Quality Products, Best Customer Service”

Medina Baking & Powder Products is one of South Florida’s largest bakery, and in-store supermarket wholesale suppliers. Medina Baking is family-owned and operated and has been proudly servicing their customers since 1963. Over the last 50 years Medina Baking has grown in leaps and bounds, however they’ve never lost their core principles of providing their valued clients with quality products, excellent service, and personal attention. Medina Baking is a trusted, well-respected industry leader working in partnership with many standard-bearers in the baking industry.

Challenges

Medina Baking and Powder Products was like many small and mid-sized businesses that operated in the “break-fix” or reactive IT model, in which they would call an outside company to come in and fix IT issues whenever an issue came up. After having a series of IT issues over several months, and losing thousands of dollars in revenue due to downed computers, viruses, and various other issues within their network, Medina Baking decided to partner up with The Michell Team and have them take over the maintenance and security of their systems.

Solutions

The Michell team quickly identified trouble areas soon after the onboarding process and set forth a list of action items needed to address each issue. The plan called for setting up and standardizing on a robust antivirus solution, implementing offsite backup, scheduling regular security updates to servers and workstations and using best practices to determine the proper technology roadmap for their business model. In doing so, The Michell Team was able to address all the reactive issues Medina Baking had been susceptible to, mitigate against identified risks, and increase their bottom line by creating a more robust and stable infrastructure.

Results of Michell’s Sentinel Managed Services

Network downtime was greatly reduced as a result of The Michell Team’s proactive network management services. Mission critical devices are now regularly refreshed, maintained, and protected as a direct result of the Sentinel Managed Services provided exclusively by The Michell Team. Furthermore, during Medina Baking and Powder Products’ most important time of need, The Michell Team was there working hard to help recover their entire office from a fire that completely destroyed one of their warehouses. The Michell Team had all of their servers, computers, and networking devices up and running in less than 24 hours after the fire was extinguished.