

How this Manufacturing company saved money and streamlined their operations



“Our relationship with INVAR has continuously improved our business. Their IT services have streamlined our operations, provided cost savings and made us a more efficient organization.”

- Seth Mosner, Mosner Family Brands

About Mosner Family Brands

Mosner Family Brands is a family-owned, wellness meat company. The business is now the third generation and has sold organic, humanely raised meat since 1957.

They have strategic farming partners all over the globe as well as their manufacturing and distribution headquarters in the Bronx, NY. Since Mosner Family Brands do business worldwide, having a robust IT infrastructure is essential.

Industries

- Manufacturing
- Food

Our ‘tech guy’ wasn’t up to scratch

“Previous to working with INVAR, we had been using an independent contractor who was responsible for our networks.

However, there were problems with this set-up. Our networks weren’t particularly sophisticated, day-to-day issues weren’t being solved and he was billing by the hour which became very expensive.

Overall, he was just a ‘tech guy’. The business was being held back on a day-to-day basis as there was a general lack of professionalism. It was difficult to get our contractor on-premises and he wasn’t solving our problems remotely either.

In business today, IT is not just about setting up a computer or establishing a network. There is a strategic side that we were missing.

There were things that we did not have the know-how or expertise to push forward even though we knew that they needed to be done.”

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We knew we'd be valued as a customer

"We considered three other companies when looking at managed service providers, but we knew that INVAR was the right choice for us. With INVAR, we can speak directly to the top people, we're valued as a customer and we don't get lost like with other IT providers.

It was important for us to work with a company that would mature with us. We also chose them because they offer a lot of value and their service contract is very fair.

It was evident from the first meeting with Vadim that they were able to deliver tremendous value. As well as an in-depth assesment of our IT networks, INVAR delivered a presentation about how they could improve our IT networks, from a functionality, security and from a cost perspective."

One of the first things they did, saved us \$12,000

"INVAR put a plan into place that was inclusive of several phases. Firstly there was network design, then voiceover IP, then server design and then the plan continued to become more and more sophisticated. One of the very first things that Vadim did was to switch our phone system from a traditional landline system to a VoIP system which immediately saved us \$12,000.

During the review stage, they also addressed some real liabilities that we weren't aware of. INVAR put a band aid on those issues until they could be repaired and replaced properly. If we hadn't have known about them and the systems failed, our business would have grounded to a halt.

Where our previos vendor was limited to compueter set-up, INVAR helped us to improve IT overall from front & back office through to manufacturing."

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They took the time to understand our business

“At the initial stages, INVAR took the time to understand our business, the key software and programs that make our business tick and they’ve integrated themselves within our business so well that we see them as an invaluable partner.

INVAR have ingrained themselves into our business, they also worked with our software provider to understand the key software and programs that make our business tick.”

There are so many benefits to working with INVAR

- They’ve made us much more efficient - in manufacturing as well as front office systems.
- They worked with other technologies and our custom software partner from a hardware perspective to make sure that we can run our programs effectively.
- We now have a tremendous amount of data that we can use to analyze our business - without INVAR, we wouldn’t know as much about our business as we do today.
- They’ve enhanced our technology in manufacturing to bring our company into the 21st century.
- We don’t have to call them to tell them there’s an issue, they already know - they’re always in the background, monitoring our systems.
- The cost savings we’ve made are incalculable, not only in actual cost but also in man hours saved.
- In the next stage, we expect there to be better tracking of inventory and warehousing resulting in less waste.”

Book a no-obligation cybersecurity consultation with INVAR’s cyber experts today