

# Neoscope Case Study: Superior Managed IT Services Propels Growth for Alene Candles

**Client** Alene Candles, Milford, NH

**Challenge** A fast-growing company needed a professionally-focused managed IT provider to keep pace and provide it with proactive solutions and proper design.

**Solution** Neoscope's suite of Managed IT Services and comprehensive support from Neoscope's certified professional staff has enhanced system functionality, improved efficiency, and provided critical design solutions.

Warren Green, Director of IT "We have worked with Neoscope for the past five years and during that time our company's sales have grown from \$30 million to \$80 million annually. The money we have spent on Neoscope has been absolutely worth it. They have always been proactive and identified some things in our network that screamed improvement. They have the ability to figure out problems quickly and fix them in an acceptable time frame."



## OVERVIEW

Founded in 1995 by Phil and Nancy Alene Amato, Alene Candles has become one of the country's top full-service contract manufacturers of custom-designed fragranced candles for the retail, gift and cosmetic markets. In addition to its corporate headquarters and state-of-the-art research facility in Milford, NH, Alene Candles has a production facility in Albany, Ohio and marketing offices in New York.

Alene had previous experiences with Managed IT service companies that were unable to provide the necessary professional IT competence to keep up with its increasingly complex IT needs. Its long-term partnership with Neoscope has coincided with Alene's emergence as a major player in its high-end market.

## FORGING A PARTNERSHIP

"Our partnership with Alene Candles represents a high standard of collaboration. They have a lean IT department and depend on our expertise, broad range of skills and knowledge, and our team approach to manage their IT infrastructure that can't afford any downtime," said Tim Martin, President of Neoscope. "Our team has deep expertise in the manufacturing industry and we understand their unique, day-to-day business challenges and standards. We speak their language from a business standpoint without the techno-babble or tech-talk. Alene continues to look to us when investigating new technologies that will help them advance in their mission."



## RESULTS FOR THE LONG TERM

In addition to its seamless day-to-day managed IT expertise, Neoscope has partnered with Alene to totally transform and grow its IT infrastructure. During the past five years Neoscope has upgraded nearly all points of its network. A sampling of this significant evolution for Alene includes:

- Introducing a virtualization environment to improve redundancy and increase flexibility.
- Constant modification of back end requirements to support new and ongoing business initiatives.
- Assisted in planning, designing and implementing new IT infrastructure in their new facility in Ohio and connecting all their sites.
- Coordinated with vendors to implement a new multi-site VoIP Phone system.
- Designing a major virtualization upgrade that will include offsite replication and disaster recovery.
- Implemented an image-based backup solution that replaced an unreliable file to tape legacy system.
- Transformed their 200-user base from an on-premise exchange environment to a Hosted exchange via o365.
- The Neoscope team worked hand-in-hand with Alene to communicate, prepare and facilitate a smooth migration for end users.
- When a critical server failure threatened company operations, the Neoscope team worked 14 hours straight throughout the night to develop an innovative solution for rescuing the server.

Warren Green said that “Neoscope understands our business and what is critical to help us succeed. As we increased our production from four to nine lines, they grew with us and made the necessary investments in our partnership. Nothing in IT ever goes 100 percent as planned but I can honestly say they have never failed us in getting it done and getting it done right.”

### ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs; **all at a predictable, affordable monthly fee.**