



## Case Study

### LPM Holding Co, Inc.

#### The Challenge

Five years ago in the midst of rapid growth, L.P.M. Holding Co., Inc. realized it needed to partner with an IT firm possessing a wider range of technical skills and the ability to service locations across a wide geographic area. "We were already using an outsource IT model, so we understood the benefits," said L.P.M. CFO Tim Sheehan. "But we needed a more efficient way to work with our remote locations, and as we grew, we needed a partner that could grow with us."

L.P.M. specifically needed to deploy a solution to allow its 80 remote locations to transfer inventory, payroll and performance data reports efficiently to-and-from corporate headquarters. L.P.M. also wanted to continue with the outsource model rather than hiring internal resources. "We wanted the freedom to concentrate on providing food-service- management," Sheehan said. "We did not want to allocate internal resources to manage the technology that keeps our IT infrastructure running."

#### The Solution

L.P.M. turned to Covisia Solutions, Inc., a full-service IT solutions company specializing in centralized computing. "Covisia impressed us with its expertise in remote-site-connectivity technologies," Sheehan said. "They showed us how Citrix software could play a major role in helping our remote sites work more efficiently with the home office at a relatively low cost and with a proven ROI."

L.P.M. was also impressed with the depth of Covisia's expertise and its ability to provide local as well as remote-site support. "In addition to Citrix, Covisia has a solid understanding of Microsoft networking and database technologies, and they helped build one of our back-office applications," Sheehan said. "Their support team is also adept at handling hardware problems, and the company has the ability to dispatch systems engineers to our remote locations throughout New England, New York and Pennsylvania."

#### Key Benefits of LPM's Support Model:

- L.P.M. focuses on its core services rather than diverting resources to technology.
- Flat monthly-rate for IT services keeps costs down and more predictable.
- Covisia provides expertise across entire range of L.P.M. software and hardware technologies IT solution experts

#### About L.P.M.

L.P.M. Holding Co., Inc. is the holding company for Epicurean Feast, Encore Party Rentals and Currier & Chives. The three companies offer services ranging from on-site food-service management at corporate cafeterias to catering for social and corporate gatherings. With headquarters in Maynard, Massachusetts, the company employs 350 people and has 80 remote locations across New England, New York and Pennsylvania.

On a daily basis, Covisia remotely checks for system performance and often resolves corporate and remote-site issues via a wide-area-connection. "But they don't hesitate to send someone on-site when necessary," Sheehan said. "Covisia often acts proactively before issues actually become problems for end-users."

In addition, Covisia maintains a regular maintenance schedule at L.P.M.'s headquarters, visiting every two weeks to perform system-health-checks and to address non-urgent support issues. Covisia's senior technical team meets with Sheehan every month to present reports on system performance, and they meet semi-annually to discuss long-term IT strategies. "We implicitly trust Covisia to take care of our network on a daily basis and to inform us about new technologies," Sheehan said. "They know how to support all of our hardware and software, and they interface on our behalf with manufacturers when complex issues arise."

### The Benefits

Since the partnership began, Covisia has literally become L.P.M.'s IT department. "We turned over the keys to Covisia five years ago and have not regretted it since," Sheehan said. "We stay focused on providing food services while Covisia takes care of all of our technology needs."

Sheehan added that having a flat, monthly-rate for IT services helps with financial forecasting, and that the cost of outsourcing compares favorably to managing and supporting IT with in-house resources. "Besides costing us less than the salary and benefits of hiring people, we would also need to hire outside firms at times because it's impossible for an internal staff to know all the technologies on a network," Sheehan said. "However, Covisia has the breadth-of-expertise across operating systems, applications, databases and hardware to meet all of our needs. They even help with our Great Plains accounting software and Ceridian payroll software."

The partnership has now evolved to the point where "Covisia is essentially our Chief Technology Officer," Sheehan said. "As a CTO would, they make high-level recommendations and then act on the consensus of senior management to manage and execute our IT vision so that we can accomplish corporate objectives." Sheehan also said that L.P.M. benefits in knowing Covisia is ready to handle any future growth of the company. "We had to sever ties with our support company five years ago because our needs went beyond their capabilities," Sheehan said. "But with Covisia, we fully expect them be able to handle our future growth and any new technologies we need to adopt."

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Literature code: Covisia013-0804

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