



Protecting a PPE Provider: A Case Study

How Quercus IT Helps Maintain Everything from Productivity to Security for Apparel Solutions

Meet Apparel Solutions International:

For nearly two decades as of this writing, Apparel Solutions has been committed to developing and manufacturing personal protective equipment and workwear for select industry needs—namely, those of oil, mining, and gas companies, along with some designed for electrical utility work. With a significant portion of their business' operations handled and produced in-house, the family-owned business has around 60 individuals under their employ.

However, as Robert Legare, the company's Chief Operations Officer, puts it, "more people, more problems is almost an exact and equal equation."

In essence, the interconnectedness of modern business causes even small issues to compound and stack up as more people are impacted by them. This makes it all the more important that as many issues as possible—including IT issues—are minimized.

The Thing Is, IT Issues Weren't Always Minimized

In the past, any IT issues were tackled through the "I know a guy" approach. If someone they knew—not a professional, mind you—would recommend something or said they could fix something, that something was what Apparel Solutions would use. As Apparel Solutions would later learn, this was creating some challenges in the background.

"That's the biggest difference when we went to Quercus... they're on it. This is what they do and this is all they do." — Robert Legare, COO of Apparel Solutions International

They were also largely reactive in their overall IT maintenance and support, only seeking out assistance when there was a current and pressing problem interfering with the business' operations. Ultimately, IT issues became stressful enough that Apparel Solutions just wanted someone else to deal with it all and fix the problems at hand.

Fortunately, a connection was made between Apparel Solutions and that someone else: Quercus IT.



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Transforming Safety Apparel

Quercus IT Swiftly Stepped In and Made Numerous Needed Improvements

Beginning with an assessment of the manufacturer's IT, Quercus identified numerous issues that were impacting its capabilities. While some of the technology in place was good, other parts were certainly not...and these problems were impacting other processes. This wasn't ideal when all of their administrative staff relies on this technology for effectively their entire workday. In addition to this, a lot of their infrastructure was getting old.

Due to these problems, and their frustration with so often having to try to piece together fixes themselves, Apparel Solutions decided to bite the bullet and go all-in with everything Quercus recommended, handing over the reins completely.

Working with Quercus IT Has Been a "Big Relief" for Apparel Solutions

Instead of having to worry about their IT without any IT training to speak of, the PPE manufacturer now has access to the assistance and support they need...and more than that, they've enjoyed a huge boost to their efficiency.

"On a day-to-day basis, I would say the best thing we have going with Quercus is I rarely have to talk to them, and we don't have to intervene. They have a good process of staying on top of our equipment and our machinery. It's kind of behind the scenes, if you will."

-ROBERT LEGARE, COO OF APPAREL SOLUTIONS INTERNATIONAL

Legare recalls a few specific examples of how trusting Quercus has benefitted their operations. For one, Apparel Solutions initially relied on a desktop version of their primary software, and were hesitant to make the switch to the web-based version out of concerns that their productivity would be impacted to the point that the switch would be counterproductive. However, having accepted Quercus' advice to make the switch and their assistance with the process, Legare says that things are better than they were before.

In terms of their security, there have been no breaches to report...despite there being at least one close call. At one point, an employee was fooled by a phishing attempt. Rather than the attacker gaining access, Quercus immediately stepped in and turned off the Wi-Fi, preventing the attack and allowing the employee to be educated before another attempt was made or damage could be done.

Apparel Solutions Has Not Been Shy About Singing Quercus IT's Praises

With the confidence that their IT is in good hands, the team at Apparel Solutions would and has recommended Quercus' services to other companies and Legare has told them to use him as a reference as they reach out. The reliability that Quercus has demonstrated for Apparel Solutions has cemented his positive impression of the managed service provider.

About Quercus IT

Quercus has been serving the Greater Edmonton area since 2005, providing IT support services including technical help desk support, computer support, and technology consulting to small and medium-sized businesses. Their experience has allowed them to build and develop the people, process and technology needed to keep their clients up and running, providing enterprise-level IT practices and solutions to the SMB sector.