



How Centerpoint IT Optimized Refrigerated Solutions Group's Cloud Infrastructure

CASESTUDY

Refrigerated Solutions Group (RSG), a manufacturer of commercial refrigeration products, required a robust cloud infrastructure to support their operations, especially during the shift to remote work prompted by the COVID-19 pandemic. Centerpoint IT stepped in to manage RSG's cloud migration, ensuring a smooth transition to AWS while providing ongoing support that has proven essential to RSG's day-to-day operations. This partnership not only enhanced RSG's IT capabilities but also positioned them for future growth and flexibility.

Who is Refrigerated Solutions Group?

RSG specializes in creating commercial refrigeration products primarily for the fast food and pharmaceutical industries. They manufacture walk-in coolers and reach-in coolers that are widely used in convenience stores, drug stores, and by various fast-food providers. RSG's commitment to innovation and quality has made them a vital player in a highly competitive market, where reliability and efficiency are paramount.

In 2019, just before the onset of COVID-19, RSG required an urgent upgrade of their IT infrastructure, particularly to accommodate remote work capabilities and a more flexible business model. The need for an effective cloud strategy became clear as the team sought to adapt to a rapidly evolving market landscape.

RSG's leadership understood that to maintain their competitive edge, they needed a comprehensive IT solution that could support their growth while ensuring operational efficiency. They turned to Centerpoint IT for their expertise in cloud migration and management, recognizing the importance of a reliable technology partner during this transitional phase.

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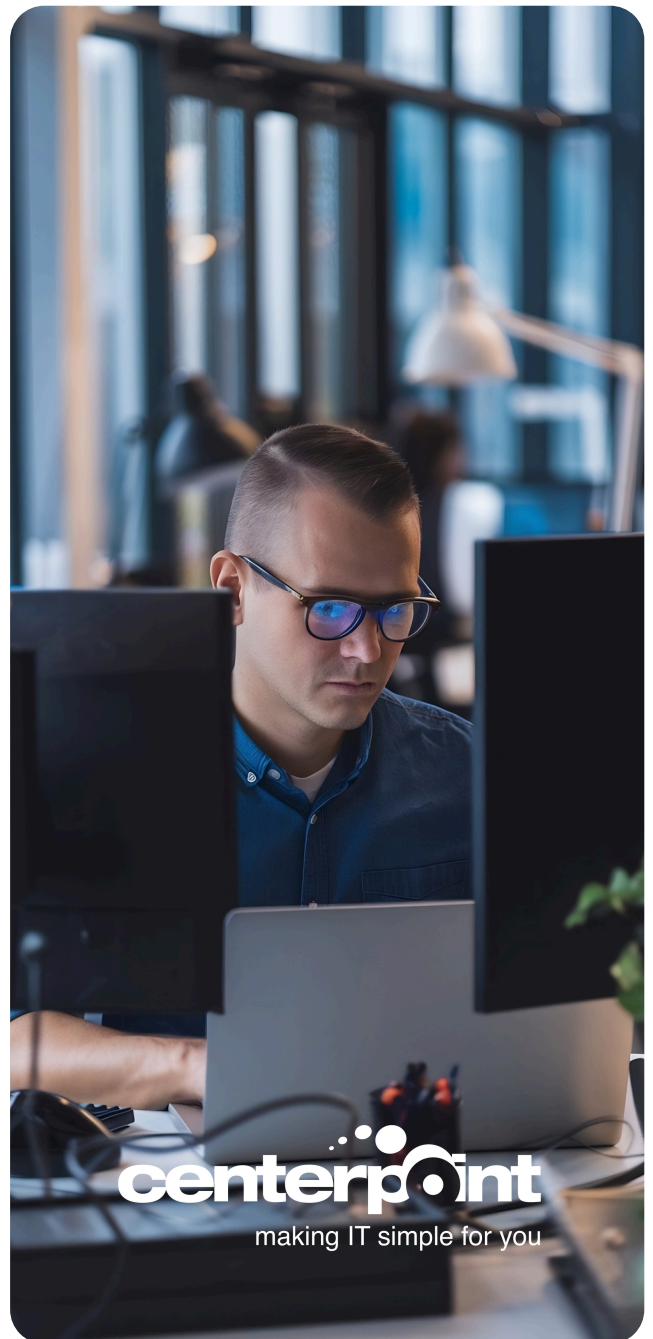
Why Did RSG Need Centerpoint IT's Help?

RSG recognized the need to migrate their infrastructure to the cloud as the pandemic became a more pressing concern. This migration was essential for allowing greater flexibility in operations and enabling their workforce to work remotely. Keith Minich, Senior Field Engineer at RSG, noted the challenges of their existing infrastructure, which was not equipped for the demands of remote work.

"We needed to get our infrastructure positioned so that we could have people work from home, which meant moving most of our infrastructure to the cloud",
said Keith.

This shift was not just about convenience; it was critical for business continuity during the pandemic. RSG needed a partner who could facilitate this transition smoothly and efficiently.

Centerpoint IT emerged as a natural choice for RSG due to their affiliation with the company's ownership, as well as their proven track record in cloud services. Their understanding of RSG's unique needs and their expertise in managing complex IT projects made them an ideal partner for this critical initiative. RSG was eager to leverage Centerpoint's knowledge to ensure a successful migration.





What Did Centerpoint IT Do for RSG?

Centerpoint IT took the lead on a comprehensive domain migration and cloud transition. They coordinated the separation of RSG's IT assets from the Standex infrastructure, determining which servers were critical for the migration to AWS. This required careful planning and execution to ensure that all necessary data and services were preserved during the transition.

"Centerpoint coordinated which servers we needed to take snapshots of and get migrated over to AWS", said Keith. "They basically were the project managers, coordinating the whole operation."

Their project management skills were crucial in streamlining the process, allowing RSG to maintain operational continuity while the migration took place. The entire process was completed smoothly within a six-month timeframe, showcasing Centerpoint IT's ability to deliver results under pressure.

In addition to managing the cloud migration, Centerpoint IT provides ongoing support for RSG's IT needs. This support includes everything from daily troubleshooting to long-term infrastructure management. Keith highlighted the importance of this support in their day-to-day operations.

"If something comes up that is beyond our ability or we don't have in-house expertise, we reach out to Centerpoint for day-to-day stuff", said Keith.

Centerpoint IT's ongoing assistance has proven crucial for RSG's operations. This consistent support empowers the small team at RSG to handle a significant workload effectively.

"They've been a very valuable resource," said Keith. "It's what allows my counterpart and I to be able to take care of about 400 machines with just two people.", said Keith.

The Impact: Streamlined Operations and Enhanced Support

The partnership with Centerpoint IT has resulted in a streamlined cloud infrastructure for RSG, significantly enhancing their operational efficiency. This transformation has allowed RSG to adapt quickly to changes in the market and maintain high standards of service delivery. The new cloud infrastructure supports RSG's growth while ensuring that they can respond to customer needs effectively.

"Centerpoint IT has a wide-ranging scope of different in-house expertise. They are a great resource", said Keith.



This access to specialized knowledge has empowered RSG's team, enabling them to manage their IT responsibilities more effectively while relying on Centerpoint for expert guidance. Centerpoint's ongoing support has provided RSG with not only technical expertise but also peace of mind.

This strong partnership has enabled RSG to concentrate on their core business functions. They can now operate with increased efficiency and confidence. The support from Centerpoint IT alleviates the burden of IT challenges, allowing RSG to focus on delivering exceptional refrigeration solutions.

Looking Ahead: Continued Collaboration for Future Growth

As RSG moves forward, they are now evaluating their current software and technology options post-migration. This assessment is crucial for ensuring that their IT infrastructure continues to align with their business goals and operational needs. Keith expressed confidence in Centerpoint's ability to support these efforts.

"They have experience across different industries and can suggest alternatives that may be more cost-effective or efficient for us", said Keith.

This collaborative approach not only strengthens RSG's operations but also positions them for future growth and innovation within their industry. With a reliable partner like Centerpoint IT by their side, RSG is well-equipped to navigate the complexities of their IT landscape.

They can focus on delivering top-tier refrigeration solutions while knowing they have a trusted ally to support their technology needs. The future looks bright for both companies as they continue to work together to enhance operational efficiencies and explore new opportunities for success.

"They are extremely responsive and extremely knowledgeable. I can't think of anything negative, quite honestly, that we've encountered in our time dealing with them", said Keith.

The relationship between RSG and Centerpoint IT exemplifies how expert support can enable a company to navigate significant transitions effectively. With a firm foundation in cloud services and a shared commitment to quality, RSG can focus on what they do best—delivering exceptional refrigeration solutions—while knowing they have a reliable partner in Centerpoint IT.