

Meesterbakker Van Maanen selects Kaseya to ensure the continuity of its retail bakery chain

Meesterbakker Van Maanen, a Dutch retail bakery chain with 57 outlets, is strongly dependent on the continuity of all its branches for its business operations. The availability of its point-of-sale equipment (including cash registers), the registration of purchases and sales and subsequent reporting to its headquarters in Rijnsburg, along with shop automation, are crucial for customer satisfaction, business operations, turnover and the company image.

Challenge

Previously, the organisation had neither central control nor a central overview of its automation structure. These meant failures were often reported by the retail staff after the fact, resulting in partial outlet downtime. It was also difficult to ensure the uptime and security of applications and hardware proactively and to perform periodic maintenance. This put major pressure on the IT management team in terms of work burden and travel time. When the bakery chain expanded its branches, it sought a structural solution to the problem.

Solution

Meesterbakker Van Maanen and its ICT Manager Robert Boekel needed an integrated solution offering a central overview, proactive monitoring and IT management for all the outlets. The management platform had to have the ability to intervene early to prevent failures, so that the retail staff could focus exclusively on their sales activities.

Although Meesterbakker Van Maanen had various IT management tools and applications at its disposal, these were not integrated and did not proactively ensure the security and continuity of the outlet automation infrastructure. For example, the organisation used SQL Enterprise Manager to execute scripts, and another tool for remote management. This worked for managing the cash registers, but left a lot to be desired in terms of security. Updates were performed manually, and since the databases were not cleaned up automatically, Boekel frequently had to work on Saturdays to get all systems up and running again. Using a wish list, Boekel evaluated various IT systems management suites. The IT manager singled out Kaseya as the solution that best matched his criteria.

According to Boekel, the collaboration with Kaseya has already borne fruit: "Thanks to the automation of IT management tasks, we are now able to achieve our work within 38 hours each week, and we have the shop automation fully under control. We cannot permit ourselves failures at cash registers, particularly if this results in the downtime of PIN machines. An additional benefit is that Kaseya has eliminated the need for overtime."

The Kaseya solution is now proactively monitoring all business-critical shop applications. It intervenes automatically in case of irregularities and has automated a host of time-consuming and repetitive management tasks.

"Certain issues are now a thing of the past. The IT infrastructure is now safe, which means we can preclude issues from recurring in the future. Previously, we were unable to perform certain actions remotely, such as dealing with a virus infection at a cash register. It's now a question of modifying protocols in Kaseya," comments Boekel.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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Company

The Meesterbakker Van Maanen family company has been active in the Dutch market for more than a century. It specialises in bread and confectionery. Over the years, the company has become a household name in the Dutch bulb-growing area and the Haaglanden and Haarlemmermeer regions. The bakery complies with all the latest requirements and regulations, ensuring bread and confectionery of the highest quality.

<http://vanmaanen.meesterbakker.nl>

"Kaseya allows us to prevent problems before they occur, which means we no longer have to keep driving to the outlets. This saves us a huge amount of troubleshooting time and increases our overall productivity. Kaseya lets us log in remotely and check the status, even from an iPhone. We can see whether the right software version has been installed in our cash registers for example. With a single click of a button, we can distribute the required updates to all cash registers, workstations and servers, allowing us to perform proactive maintenance. We now have everything properly under control. In practice, this means we can resolve issues before they result in failures."

Robert Boekel

IT Manager at Meesterbakker Van Maanen



www.kaseya.co.uk