

## GLORY FOODS



### Solution Overview

Glory Foods  
Columbus, Ohio  
[www.gloryfoods.com](http://www.gloryfoods.com)

### Industry

Packaged Foods

### Scenario

Glory Foods was in need of reliable IT support to maintain and support their network system, including their two servers.

### Company Profile

Glory Foods products offer the taste, texture and slow-simmered process of foods prepared in the tradition of the South. Glory Foods products are household staples in homes throughout the United States, and Glory Foods seasoned canned greens are the No.1 selling canned greens in the country.

### Solution

Glory Foods chose AccuNet to support their network system as well as to consolidate their servers into one Microsoft Windows Small Business Server 2003.

### Technologies

Microsoft Windows Small Business Server 2003  
Microsoft Exchange Sever  
Microsoft Windows XP

### Benefits

- Remote Access
- Backup Retrieval
- Onsite/Offsite IT Support

Glory Foods products offer the taste, texture and slow-simmered process of foods prepared in the tradition of the South. In 1992, Glory Foods officially launched its convenient to use line of seasoned, Southern-style canned vegetables and side dishes. Today, Glory Foods products are household staples in homes throughout the United States, and Glory Foods seasoned canned greens are the No.1 selling canned greens in the country.

Glory Foods is a brand name consumers trust to deliver on its promise of having a significant point-of-difference to other products available to consumers. In order to stay number one and continue to deliver quality products, Glory Foods relies on the IT services of AccuNet to keep them up and running.

### SITUATION

Glory Foods was operating on two serves with limited remote access for their six sales people on the road. When issues arose with remote access or server backup and stability, everyone looked to Pam Hagely, Controller, to fix these issues. She had limited time and technical knowledge to devote to these issues while she attended to her main job as financial controller. They needed an IT staff to maintain and support their network.

### SOLUTION

Glory Foods turned to AccuNet, Inc. to act as their IT staff. AccuNet has been providing support for IT systems for over 19 years, acting as and supplementing their IT department. Glory Foods' monthly Network Service Plan with AccuNet gives them access to quick support and continued maintenance and upgrades for a secure and reliable system.

With AccuNet's support and recommendations, Glory Foods consolidated their two servers into one on the Microsoft Windows Small Business Server 2003 (SBS 2003).

"AccuNet knows my business and my employees as if they're on-site," says Hagely, who relies on AccuNet for new hardware and software recommendations. "I rely on them and their recommendations to keep our company rolling."

SBS 2003 delivers a powerful advantage to small businesses like Glory Foods. A complete and affordable network solution, it brings the power of big business technology to small companies. With SBS 2003, Glory Foods can now take advantage of the benefits of a consolidated server system and the support of AccuNet.

*“AccuNet knows my business and my employees as if they’re on-site. I rely on them and their recommendations to keep our company rolling.”*

Pam Hagely  
Controller

## **BENEFITS**

Glory Foods has experienced the following benefits from working with AccuNet and using the Microsoft Small Business Server 2003:

### **Remote Access**

“We have six sales people who need to stay in contact with our retail brokers about sales accounts, they do this via email,” says Hagely. “Before we were using a cumbersome VPN remote connection, with SBS access to Outlook is very easy.”

Small Business Server 2003 allows Glory Foods employees to access their email, internal website, network files and even their business applications from home. They can access just their email or access their desktop as if they were actually sitting at their desk.

“If I am working from home,” says Hagely, “I can access all three of my accounting applications remotely as if I were in the office.”

### **Backup Retrieval**

Another benefit Glory Foods has seen with SBS 2003 and AccuNet’s Network Services is Backup retrieval. Along with SBS 2003, Glory Foods benefited from SBS’s Volume Shadow Copy functionality. Shadow Copy allows users to restore previous versions of documents and folders on shared drives without having to contact AccuNet to access the nightly backup.

With SBS 2003, when an employee at Glory Foods deletes a valuable document, he is able to retrieve and restore this information directly to the employee’s computer without disrupting the entire company. SBS 2003 offers a comprehensive backup solution that even employees can use when they accidentally delete files.

### **Onsite/Offsite IT Support**

“Small Business Server 2003 makes it easier for AccuNet to do its job,” say Hagely. SBS 2003 provides Glory Foods with a reliable operating system and a working environment they can depend on. Built on Windows Server 2003 technology, the most reliable network operating system Microsoft has ever produced, it’s easy to support and maintain.

SBS allows for easier remote maintenance and support, but AccuNet also provides remote help desk support that allows them to apply personal settings on laptops and PCs, setup new users, and troubleshoot problems remotely, saving both time and travel expense.

Glory Foods receives both the benefits of a reliable server and a trusted advisor through AccuNet.

## **AccuNet’s Network Services**

We build, setup and maintain information network systems for business with 10 to 75 workstations in the central Ohio area.

Our services are designed to make your systems run smoothly, from the servers to the monitors. We partner with top technology companies like Microsoft and IBM to bring you the best available solutions and services at an affordable price.

Our monthly Network Service Plan gives you access to the AccuNet consultants without the overhead of a full IT department.

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[www.accu.com](http://www.accu.com)