

# From Challenges to Success: IT Transformation in a Specialty Grocery Retail Environment



## AT A GLANCE



An Edmonton-based specialty grocery retail organization was facing challenges with their previous IT provider. Misaligned processes, limited on-site support, and a dated ticketing system held back the day-to-day operations.

The grocery retail organization sought SysGen and decided to form a technological partnership. Together with their in-house IT Manager, SysGen implemented strategic changes within the IT environment, enhanced remote and on-site support, and strengthened overall data security. Discover how this collaboration led to IT improvements and facilitated smoother operations for their staff and customers!

## CHALLENGES



Following some early adjustments after onboarding, SysGen and the organization established a strong working partnership, focused on collaboration and operational efficiency. Once aligned and the right team had been assigned, the in-house IT Manager and the SysGen team worked closely to strengthen the IT operations across all store locations.

Together, they streamlined support processes, improved on-site and remote coverage, and modernized systems with consistent security controls and best practices. This collaborative approach improved efficiency, accelerated issue resolution, and created a secure, reliable IT environment that supports both day-to-day operations and the grocery chain's continued growth.

## SYSGEN'S PROPOSED SOLUTIONS



By combining the in-house IT manager's sophisticated understanding of the organization's IT needs with SysGen's technical expertise, they were able to implement strategies that improved efficiency, security, and the staff support experience. The proposed solutions:



**Align IT personnel with store workflows:** Collaborated closely with the in-house IT manager to ensure SysGen's team members supported the store's operational goals effectively.



**Enhance team collaboration:** Strategically reassigned or replaced IT staff and team members to build a more cohesive and responsive support team for the stores.



**Leverage remote management:** Implemented a managed IT services model using remote monitoring and management (RMM) to resolve the majority of issues efficiently while working alongside the IT manager.



**Strengthen security:** Upgraded systems, deployed conditional access policies, rolled out multi-factor authentication, enforced administrative controls, and implemented advanced endpoint protection in partnership with the IT manager.



**Improve staff support experience:** Explored more direct and convenient ticketing channels to reduce delays and empower employees, while keeping the in-house IT manager involved for oversight and coordination.

## THE PROCESS



To strengthen IT operations and security across all store locations, SysGen collaborated closely with the in-house IT manager to implement a series of coordinated actions that enhanced support, improved system performance, and increased overall efficiency. **See the process below:**



**Evaluate and align team roles:** Assessed the SysGen team's performance and aligned responsibilities with the in-house IT manager's workflows, so this can improve coordination and responsiveness from both sides.



**Enhance collaboration:** Carefully select the team members who work with the organization to create a more cohesive and effective support team for multiple locations.



**Modernize systems and cybersecurity:** Migrated the systems to Windows 11, enhanced network security, and deployed advanced protections that successfully prevented multiple cyberattacks.



**Strengthen access and endpoint security:** Implemented Microsoft 365 conditional access and multi-factor authentication (MFA), enforced strict administrative controls, and enhanced endpoint protection with firewalls and Intune device management.



**Incorporate staff feedback:** Collected feedback on ticketing challenges and escalated recommendations to the SysGen team to improve the support experience for everyone.

## THE OUTCOME



Close collaboration between the in-house IT manager and SysGen streamlined operations, improved service delivery, and strengthened the organization's security posture. Staff reported greater confidence in IT support, with most issues resolved efficiently through remote management.

The specialty grocery retailer now operates within a secure, scalable IT environment that supports its expansion to six new stores, a new office, and a warehouse, positioning the organization to maintain continuity and accessibility through future leadership transitions.



Up to 90% of the workstations for the staff have been upgraded to Windows 11.



Up to 95% of user accounts have conditional access and multi-factor authentication deployment throughout the organization.



Six cyberattacks have been successfully prevented since SysGen embarked on the partnership.



On-site support effectively complemented by proactive remote management.