



# SOUTHERN FINISHING COMPANY MOVES TO THE CLOUD WITH ALL COVERED

## COMPANY PLANS ADDITIONAL SERVICES TO SUPPORT GROWTH

**SITUATION:** Established in 1978, Southern Finishing Company (SFC) has worked diligently to earn a reputation as a premier vendor to the kitchen cabinet and furniture industries. The company has grown to over \$50 million in annual sales, with twelve locations across the United States. Specializing in JIT (just-in-time) shipping orders to customers within five working days and special rush orders within two days, the employees of SFC take pride in the fact that they ship 99.5% on time while meeting quality standard specifications.

During a meeting between SFC and Systel Business Equipment (Konica Minolta Business Solutions' Dealer Partner who has supplied the company with bizhub Multi-function Printers since 2017), they expressed frustration with their dedicated on premise infrastructure, and did not have a server expert on staff to help support their migration. Upon uncovering these issues, Systel conducted a Network Check-UP to assess all devices and software of the SFC network and confirmed that the network devices were reconnecting and disconnecting at least 30% of the time, causing the company to unfortunately incur additional costs and increased customer dissatisfaction.

**THE SOLUTION:** The completion of the Network Check-UP prompted Systel to engage the All Covered team to assist with additional discovery and creating a normalized and IT-managed agreement. SFC was choosing between three cloud vendors to assist in cloud migration services and management. The competition was close between a local cloud services provider and All Covered.

Eventually, SFC chose to move forward with the All Covered Cloud. The choice was made primarily on their relationship with Systel and the value their partnership with All Covered could bring over time; a dealer they trust and a solution with national support on-demand, anytime they need it. Systel and the All Covered team worked collaboratively to plan a cloud solution that was tailored to SFC's specific needs and helped address the ongoing latency issues experienced.

One of the first solutions, implemented rather quickly by Systel and the All Covered team, was a remote desktop solution that resulted in significant increase in uptime, profitability savings, and easier/ quicker fulfillment to SFC customers. The internal team has grown to four dedicated IT staff members since 2017, who continue to work closely with Systel and the All Covered team. SFC has been steadily growing with new locations over the last ten years. Kitchen décor is a new opportunity industry for them to pursue and they will be looking into offering technical trade courses at local colleges in an effort to teach college-age students in their trade specialty of building and finishing furniture.

**WHAT'S NEXT:** Systel, along with All Covered, has been essential in supporting SFC's growth and has already been invited to manage new and upcoming projects, including a full telecommunications VoIP rollout, MPLS network to SD-WAN transition, VPN network service optimization, GP gateway farm expansion and more!

**WHO**  
Southern Finishing Company

**WHAT**  
Manufacturer

**WHERE**  
Locations in North Carolina,  
Arizona and Virginia

**SIZE**  
325 employees

**SOLUTION**  
All Covered Cloud

***“ Moving to the cloud was the best thing we could have done, especially with All Covered. My internal team learns so much from the [All Covered] support team, we're very fortunate to have them as a strategic partner.”***

— Brent Mabe, IT Manager, SFC

