



# National food and beverage distributor resumes OnBase service requests with DataBank's Amplification Services

## OVERVIEW

A major U.S. distributor of premium food and beverages serves 15 states and 62 Texas counties. They're a mission-focused organization upholding their legacy in delivering top-quality products and service from brands like Kraft Heinz, Tyson, and Anheuser-Busch.

## CHALLENGES

The distributor had only one Systems Administrator familiar with their OnBase system. Once that admin left the company, they needed resources with the expertise required to manage and monitor it. Not only did they lose knowledge, but they didn't have the documentation to maintain it.

01

Their OnBase Admin resigned, leaving them with undocumented knowledge of their systems and processes.

02

The client opted not to hire a full time replacement, but instead desired resources to keep the OnBase system stable and in service.





## SOLUTION

Utilizing DataBank's Amplification Services - Admin offering, the client received two dedicated resources to stabilize and support the administration of their OnBase system. This included evaluating and responding to tickets like new user setup and troubleshooting when issues arose. Our resources fully integrated into their team, with many employees unaware their new System Admins were DataBank staffing support.

01

### Discovery

The client reached out for help in maintaining their OnBase system.

02

### Roadmap

We discussed their goals that this resource would help them reach, like better service provided to their users.

03

### Delivery

The OnBase Systems Administrators immediately integrated into their corporate IT team to evaluate and respond to relevant OnBase tickets.

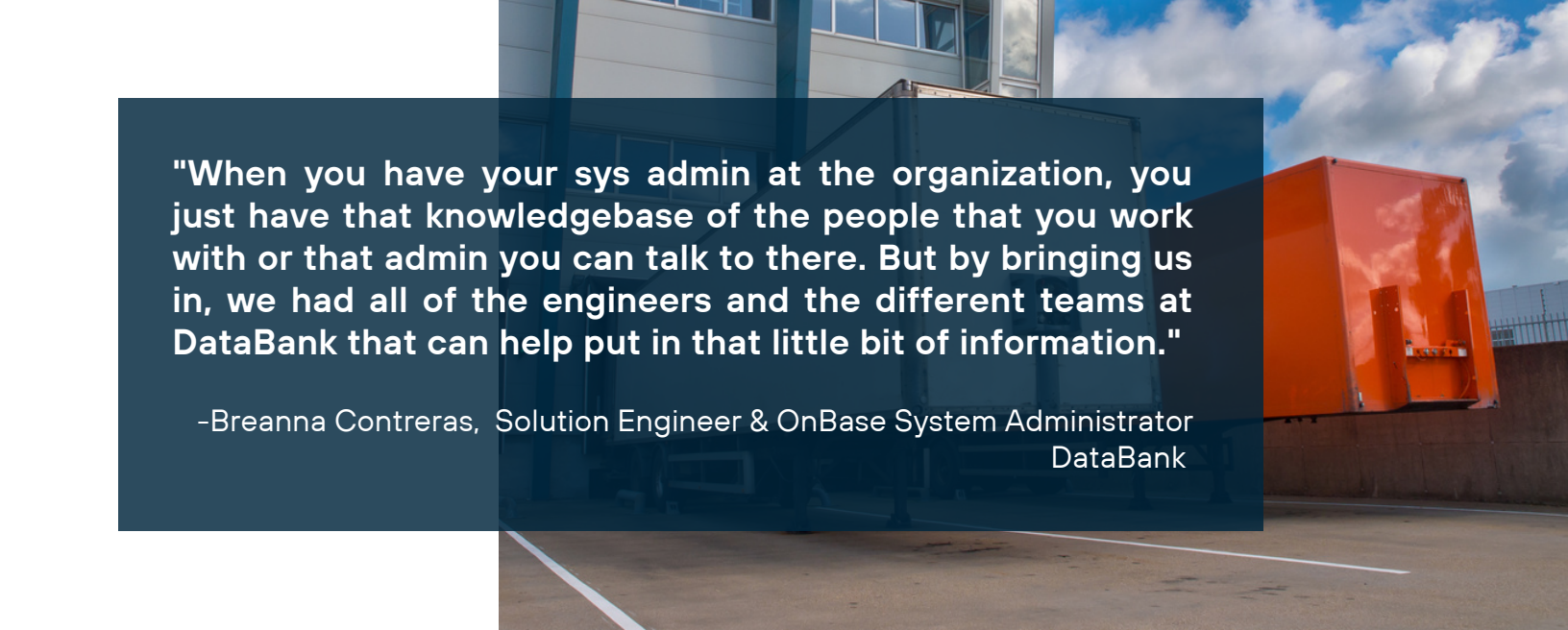
04

### Opportunities Uncovered

As the new Systems Admins understood more of their processes, they discovered the need for stabilization of their environment as well as documentation that would easily support a transfer of knowledge.







"When you have your sys admin at the organization, you just have that knowledgebase of the people that you work with or that admin you can talk to there. But by bringing us in, we had all of the engineers and the different teams at DataBank that can help put in that little bit of information."

-Breanna Contreras, Solution Engineer & OnBase System Administrator  
DataBank

## RESULTS

Over the last 24 months, with two resources dedicated to the food and beverage distributor's OnBase system, we've helped to stabilize their environments and improve services levels. The DataBank duo brought their expertise to solve a licensing storage issue, pulling application licenses into a singular location, saving the branches thousands of dollars.

- 01 Improved service levels by quickly evaluating and responding to requests like setting up users and troubleshooting.
- 02 Stabilized environments to decrease downtime
- 03 Saved branches thousands of dollars by centralizing user licensing information

## VISION

The client has provided quality products and service for nearly a century, and it's business success is dependent on their level of customer satisfaction. To continue that pledge of excellence, even in disruptive times, it must deliver at exceptional speed and operational efficiency. DataBank will continue to partner with and support the distributor to help them maintain and grow their systems, like OnBase, so they can sustain their position as a top food and beverage distributor.



