

Charton Management

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with Brian Anderson

Director of Operations, Charton Management

Managing and maintaining a company's technological infrastructure requires a great deal of time and energy. Due to the copious amount of effort that goes into these functions, many organizations decide to outsource these tasks; thus, utilizing managed or co-managed approaches, as well as break-fix solutions.

Charton Management is located in Vienna, West Virginia (WV). The organization manages several local restaurants under the Qdoba Mexican Eats fast food chain.

When Brian Anderson, Director of Operations, first joined the company, Biztec was already being implemented as Charton's additional IT support. Biztec was brought in to provide aid because the infrastructure at one of their select Qdoba locations began to breakdown.

"It started with our Cizzil [program]. It slowly started malfunctioning and we [had] to switch to a new program, the Fourth. This led to the installation of a new network," Anderson said.

Biztec helped the company patch up the issues they were coming across, and then moved forward with additional projects. This resulted in Qdoba switching to a new cloud-based physical security solution in addition to

their new network.

After being utilized as a co-managed IT partner to Qdoba, Biztec now primarily provides break-fix services. This approach affords Anderson with the ability to maintain access to an experienced, knowledgeable team with complete flexibility when it comes to IT support.

"They (Biztec) have been really helpful with our internet issues, particularly at our Vienna location. Their intervention has saved us as far as our revenue," Anderson stated. "They have spent countless hours troubleshooting things. Even with Qdoba's IT [team], I don't have the knowledge that Qdoba's IT [team] needs. They (Biztec) were able to attend meetings [with Qdoba's corporate IT team] and communicate on our behalf."

This level of dedication and customer care defines Biztec's approach to customer service. From a client's phone call to email conversations, on-site assistance to remote support. Biztec's team goes the extra mile, ensuring their client's needs are met and they are 100% satisfied.

"Sometimes our sense of urgency is our own and no one else feels it. We never felt like that with Biztec," said Anderson. "We always feel like we are

[their] primary contact, that no one is ever more important than us. Communication is always excellent. If we put in a ticket, there is always an immediate follow up. There is true support."

By providing fast and convenient support followed by transparent communication, Biztec sets themselves apart for the customer. This allows organizations like Charton Management to feel confident in their choice of IT support.

"Biztec has got us to a point that we are self-sufficient. When we have minor issues, we can shoot off a ticket. Biztec has brought us to a point of stability in our operations."