

# Solutions & Success

## The Inside Story

### Spade Technology Is Committed To This Manufacturing Firm's Success

This client is a manufacturer of custom cable assemblies and electromechanical sub-assemblies, primarily for the medical industry. They work with companies to help design and manufacture their custom cables, much of which are used for life-saving equipment, medical devices, and surgical tools. In addition to direct manufacturing, they also offer post-manufacturing support for supply chain solutions and inventory management.

Now in business for over 25 years, this manufacturing firm maintains an international network of offices and plants. They have multiple locations, with the manufacturing taking place in China, and administration through offices in Hong Kong, and their headquarters in Massachusetts.

Managing such an active and far-reaching network of locations means that this manufacturing firm needs a robust and reliable IT environment. They need to be able to communicate and collaborate with team members on the other side of the world, which is an IT-intensive process. They rely on Spade Technology to help them do so.

"Technology is a critical part of what allows us to remain competitive, and plays a big part in our day to day operations, just from the standpoint of managing workflow, managing design-intensive specifications, and engineering-intensive applications," says the COO of this manufacturing firm.



## Spade Technology Solves IT Problems Before They Affect This Manufacturing Firm

Prior to working with Spade Technology, this manufacturing firm relied on a part-time IT contractor. Unfortunately, this limited level of IT support didn't help them to prevent and solve ongoing problems. Eventually, the COO of this manufacturing firm and other members of this manufacturing firm's leadership realized they needed a better form of IT support if they were going to continue to grow as a business.

"We had someone that was helping us on a part-time basis, but it got to a point where it really was putting a lot of strain on that particular resource," says the COO.

Hiring Spade Technology provided this manufacturing firm with a more comprehensive, proactive, and capable form of IT support. They were able to eliminate ongoing IT issues and align their IT with their goals for the future of the business.

"We needed someone paying attention to our IT on a more continual basis, and to really help provide a roadmap for us that was in concert with our growth goals," says the COO. "We are a growing organization with some ambitious goals to essentially double the size of the company by 2025, and so, we have ambitious sales goals and certain things you can't do in-house anymore, that we felt could be done cost-effectively if we partnered with a company like Spade."

Spade Technology doesn't just solve problems, they prevent many of them from occurring in the first place. This proactive style of IT support has greatly helped this manufacturing firm to overcome long standing IT issues.

"We've now flipped over to a more proactive approach, which, to me, is tremendously beneficial, and the only way you can grow," says the COO. "You can't continue to just fight fires."

# Spade Technology Keeps This Manufacturing Firm's Infrastructure Running Around The Clock

This manufacturing firm's international business model is highly dependent on a functioning IT infrastructure. In order to stay connected with offices in the US and plants in China, they need a responsive and well-maintained IT network.

"It's critical that we have the technology to help facilitate efficient workflow between all of our various sites, coupled with our actual manufacturing locations," says the COO. "When we close our doors here in Massachusetts, the doors open in China, it's a 24-hour operation, so it's important that we have reliable uptime, making sure the backbone of it all remains the least of our worries."

By outsourcing their IT support to a full-service provider like Spade Technology, this manufacturing firm can be confident that their systems will support the 24-hour, international nature of the business they do every day.

"We just can't have any interruptions or have our systems down, we're not able to 'pass the baton' at the end of our day with stuff we need our team over there to be doing if we don't have the proper technology or ability to keep those things running," says the COO.

No matter whether it's their headquarters in Massachusetts, their plants in China, or the offices in Hong Kong, this manufacturing firm's staff is confident that their IT systems will keep them connected and productive.

## Spade Technology Offers Expert IT Advice For This Manufacturing Firm

Proactive IT support isn't just about maintaining systems, running patches and updates, and handling the other daily tasks. There are macro concerns when it comes to IT as well, which, in a perfect world, are managed by the Chief Information Officer (CIO).

However, many businesses don't have someone in that role. They leave it to another C-level executive or their IT personnel. Unfortunately, if this role isn't filled properly, the business lacks true strategy in the long term development of their IT and business as a whole.



"This is where Spade has been instrumental, in being those eyes and ears on a day-to-day basis for us, and helping with what I thought was their differentiating component to their model, the virtual CIO," says the COO.

In addition to taking care of the daily IT tasks and infrastructure, Spade Technology also provides a virtual CIO service. Acting as this manufacturing firm's CIO, Spade's team provides valuable insight and direction for how their IT should develop in the long term.

"They're there and they're helping to provide that roadmap and vision for us," says the COO. "That, to me, was a big selling point, that someone was looking at our IT and our infrastructure holistically, raising concerns and things that we need to plan for.

This manufacturing firm's team is confident that their IT is not only keeping pace with the growth of their business but actually contributing to it.



***We were trying to make the best decisions we could by having someone with that additional horsepower, and a better hand on the pulse. It was a tremendous peace of mind that someone had done the research, and had familiarity with those solutions. That was very significant for us."***

**- COO** of this manufacturing firm.

