



TOUCAN
TECHNOLOGY
GROUP



CASE STUDY

How Toucan Technology Group Helped ICC Floors Expand & Optimize Operations

THE CHALLENGE

ICC Floors, a top 20 flooring retailer in the U.S., has been on a remarkable growth journey—from a \$10 million company in 2006 to \$60 million today, expanding across multiple locations in Indianapolis and Chicago. From the beginning, they needed an IT partner who could not only support their infrastructure but also recommend ways to improve operational efficiency using technology.

Fortunately, ICC Floors partnered with Toucan Technology Group in 2006, a decision that proved instrumental in supporting their success. Over the past 20 years, Toucan has helped ICC Floors scale seamlessly, ensuring their IT infrastructure evolved alongside their business while introducing strategic technology solutions to boost efficiency.

With 110 employees relying on laptops, tablets, and phones, ICC Floors requires a partner who can manage their business software, network infrastructure, and cloud systems while providing rapid response and expert service. Toucan has been that partner, delivering flexible, cost-effective IT solutions that continue to support their ongoing expansion.

THE SOLUTION: IT Management Built for Growth

For over 20 years, ICC Floors has relied on Toucan Technology Group to manage their IT needs. Toucan provides hardware, network management, cloud, and industry-specific software support, ensuring that ICC Floors can operate efficiently and grow without IT bottlenecks.

Key Accomplishments Include:



Complete IT Infrastructure Management:

Toucan procures, installs, and maintains all hardware and software, including laptops, desktops, proprietary industry software, and mobile devices for the team.



Seamless Software & Cloud Upgrades:

Toucan migrated ICC Floors to Microsoft 365 and optimized their subscription model, improving collaboration and operational efficiency.



Scalable IT Solutions for Multi-Location Growth:

As ICC Floors expanded into multiple cities, Toucan ensured seamless IT integration and connectivity across all locations.



Reliable IT Support & Fast Response:

Unlike some traditional in-house IT teams for multi-location companies that are only on-site a few days per quarter, Toucan provides regular on-site support and delivers faster issue resolution.

"With other IT providers, you often wait weeks for someone to come in and fix things," Reiff stated. "With Toucan, we get immediate support. Toucan is very proactive and has even fixed issues before we knew about them!"



"Our IT needs have grown exponentially, and Toucan has been with us every step of the way. They have helped us scale from a single market to multiple locations while ensuring our technology keeps pace with our business." - DAVE REIFF, COO, ICC FLOORS



THE RESULTS:

Efficient, Cost-Effective IT Solutions That Support Growth

Toucan Technology Group supported ICC Floors' IT infrastructure strategy and implementation throughout the company's growth to 6X its original size. Toucan helped them scale their IT solutions to support expansion into multiple new locations. One of the initiatives was a complete overhaul of ICC Floors' subscription model for their software suite. Toucan seamlessly upgraded the organization to Microsoft 365 to increase their operational efficiency and team collaboration.

"If we tried to handle IT in-house, we'd be constantly struggling. Toucan's team gives us more expertise, better response times, and lower costs than hiring an internal IT staff," Reiff shared. "The value is unmatched."



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Why ICC Floors Chooses Toucan Technology Group



Cost-Effective IT Management

More affordable and comprehensive than hiring internal IT staff.



Unmatched Responsiveness & Support

Immediate solutions instead of waiting for periodic in-house IT visits.



Proven Ability to Scale

From one location to multiple cities, Toucan has delivered exceptional support throughout their expansion.



**Comprehensive, Affordable, and Scalable
Managed IT Solutions for Indiana Businesses**

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Contact Us

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