



TOUCAN  
TECHNOLOGY  
GROUP



CASE STUDY

## Managed IT Services Save 60% & Offers Security Across Borders

### Toucan Technology Group Helps Affordably Scale IT to Support Growth & Acquisition

#### A TWO-PART CHALLENGE

In 2007, an Indianapolis area Sales & Distribution arm of a Swiss manufacturer and distributor of precision machining tools needed a **cost-effective, reliable IT partner** to quickly replace one full-time internal IT administrator. They turned to Toucan Technology Group to support their IT needs and infrastructure growth in the Indiana area. After roughly a decade of working with Toucan to support their Indiana IT needs, the global brand was looking to expand their operations into South America and needed IT support to continue to support their new operations in Mexico and Brazil.

“Given the scope of our IT needs and having limitations with a full time employee, transitioning to a support team that we can use as needed simply made sense both financially, and with greater efficiencies,” stated the operations manager of the company. **“Working with Toucan Technology Group saved us at least 60% compared to an in-house hire** while giving us access to a larger team with deeper expertise.”



#### THE SOLUTION:

#### Toucan Delivers Reliable IT Management & Security Expertise to Multiple Countries

As the manufacturer and distributor expanded its global footprint, the Indiana branch needed to support operations across South and Central America. Fortunately, their longstanding partnership with Toucan meant they were already equipped with a scalable IT infrastructure and a responsive support model.

Toucan’s managed IT services enabled the Indiana team to maintain secure, efficient operations, even across thousands of miles. The hands-on, flexible support model provided by Toucan helped the company navigate the complexities of managing remote teams and coordinating systems across borders. By seamlessly integrating with the internal team and proactively managing critical systems, Toucan ensured the company could grow without IT becoming a bottleneck.

“*Toucan works with my other vendors to integrate bar code scanners, shipping systems, VOIP phones, security, access control, and other technologies. They act on our behalf to handle those integrations which allows my team to focus on operations, saving us time and money,*”

- THE OPERATIONS MANAGER

## KEY ACCOMPLISHMENTS:

- **Seamless Server Migrations:** Toucan successfully migrated the company's servers multiple times over the years without disruptions and has maintained, monitored, and managed critical equipment and core systems that are essential to daily workflow. When the Swiss headquarters migrated their mail server to a European tenant, Toucan collaborated with European partners and strategically scheduled the migration over a holiday weekend. The team resolved all issues proactively and executed a smooth transition with zero downtime.
- **Global IT Coordination:** Managing IT operations across the U.S., Mexico, and Brazil required balancing different security regulations, infrastructures, and workflows. Toucan adapted to evolving global IT needs while aligning with the broader company's security policies.
- **Integrated Vendor Support:** Whether working with the company's Core ERP and CRM systems, warehouse scanning systems, or specialized manufacturing tools, Toucan has worked with various third-party applications specific to the company needs bridging the gap between department functions outside programmers and acted as their liaison with other vendors, ensuring systems are operating efficiently, safely, and seamlessly.

## THE RESULTS:

### Secure, Scalable IT Without Disruptions

With Toucan's ongoing support, the company has maintained a secure, stable IT infrastructure that scales with their global operations. Their cost-effective approach provides predictability without hidden fees. Independent security audits always return with A+ results, validating the strength of Toucan's IT solutions.

“We've worked with Toucan for nearly decade and have never considered switching. They're not just an IT provider—they're a part of our company.”

## WHY TOUCAN TECHNOLOGY GROUP

- **Comprehensive Service Packages with Predictable Pricing:** Unlike other IT providers, Toucan responds quickly without charging exorbitant fees for fast response or local travel. “Their pricing is so inclusive with security, incident response, and more already in the package. The value in having rapid response and a consistent qualified IT support team for all of our systems is why we have maintained the partnership with Toucan for over a decade.”
- **Deep Expertise Across Environments:** From Microsoft licensing to security policies, Toucan provides solutions tailored to the company's specific needs.
- **Seamless IT & Vendor Coordination:** By handling third-party integrations, Toucan saves time and reduces operational costs.

“No matter what IT challenge we face, Toucan finds a way to solve it— in a timely manner with attention to priority as we need. They have a wide range of expertise, and there has never been a time when they failed to solve our challenges,” stated the company's operations manager.

## LOOKING AHEAD

As the company continues to grow globally, Toucan remains a trusted IT partner, ensuring **secure, efficient operations across all North American locations.**

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

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Contact Us

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