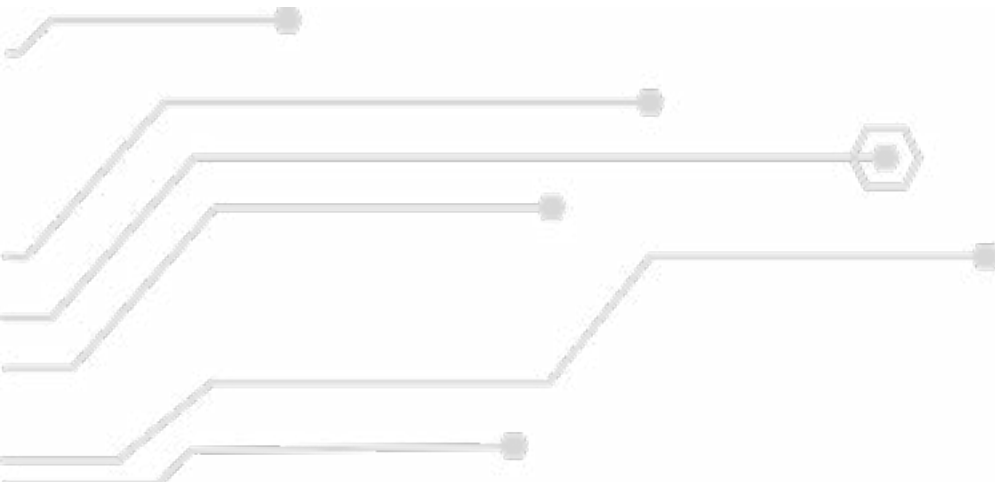# National Wood Products Optimizes IT Operations and Reduces Costs

Case Study

i.t. now™

Client: National Wood Products

Industry: Distribution and Manufacturing

Company Size: 300+ employees across multiple locations

Challenge:

National Wood Products, based in Salt Lake City, has grown from a small operation into one of the largest hardwood conglomerates in the United States, with branches in Denver, southern and northern California, and Salt Lake City. As their business expanded, so did their reliance on technology to manage operations, process orders, and maintain customer satisfaction. With over 300 employees and 197 workstations processing between 500–1000 orders daily, the complexity of their operations required a robust IT infrastructure. However, managing high inventory turns and complex logistical operations presented significant challenges.

National Wood Products recognized that having an internal IT department might not be the most efficient solution, as they needed a team with specialized expertise to manage their growing IT needs. The company sought a managed service provider that could offer comprehensive IT support, maintain their systems, and ensure their operations ran smoothly without the burden of managing an in-house IT team.

Solution:

For the past 15 years, i.t.NOW has served as National Wood Products' managed service provider, playing a critical role in supporting their IT infrastructure. Joe Ricci, Director of Strategic Development at National Wood Products, acts as an intermediary between the company and i.t.NOW, ensuring that the IT provider is aligned with their latest policies and procedures.
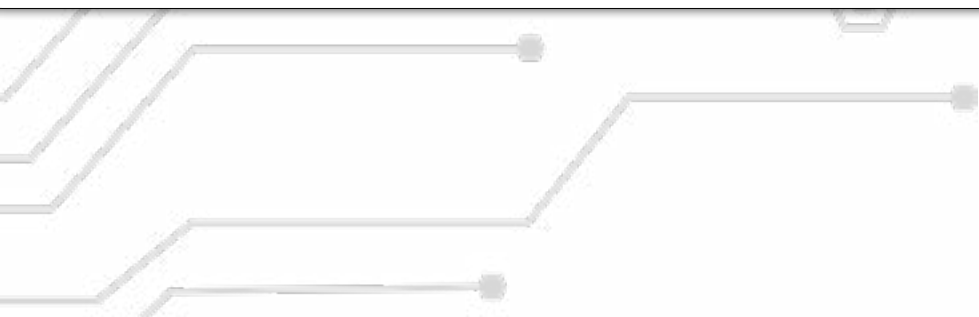
Implementation:

i.t.NOW provided a full range of IT services, including:

- **Network Management:** Ensuring that National Wood Products' network infrastructure is reliable, secure, and capable of handling their daily operations.

- **Cloud and Server Maintenance:** Managing the company's cloud services and maintaining their servers to ensure uptime and data accessibility.

- **Technical Support:** Offering 24/7 support for hardware and software issues, minimizing downtime and keeping operations running smoothly.

- **Vendor Management:** Handling relationships with software vendors and ensuring that all systems are up to date and compatible with the company's needs.

Results:

Since partnering with i.t.NOW, National Wood Products has experienced:

- **Increased Operational Efficiency:** i.t.NOW's proactive management of their IT systems has minimized disruptions and allowed the company to focus on its core business—selling and distributing forest products.

- **Enhanced Security and Stability:** With ITNOW managing their network and servers, National Wood Products has confidence in the security and stability of their IT infrastructure, knowing that their systems are protected against potential threats.

- **Cost Savings:** By outsourcing their IT needs to ITNOW, National Wood Products has saved a significant amount of money—estimated in the six-figure range annually—compared to maintaining an in-house IT team. This cost efficiency has allowed the company to allocate resources to other critical areas of their business.

- **Peace of Mind:** The partnership with ITNOW has provided National Wood Products with peace of mind, knowing that their IT needs are in the hands of experts who understand their business and can provide the necessary support to keep their operations running smoothly.

Client Testimonial

"i.t.NOW is a critical piece of our infrastructure. We don't have to worry about whether we're getting the IT support we need because we know ITNOW has us covered. The financial savings and the expertise they bring to the table make outsourcing our IT the best decision we've made. We've saved in the six-figure range annually by partnering with ITNOW, and they continue to exceed our expectations."

— Joe Ricci, Director of Strategic Development, **National Wood Products**

Why i.t.NOW?

National Wood Products selected i.t.NOW because of the company's ability to provide a full spectrum of IT services tailored to their specific needs. i.t.NOW's approach to proactive management ensured that their IT infrastructure remained robust and secure, allowing National Wood Products to focus on their core operations. The long-term relationship built on trust and consistent performance made i.t.NOW the ideal partner to manage their IT needs across multiple locations.

i.t. now™

(801) 562-8778
Sales: (801) 859-2171

help@itnow.net

2436 W 700 S
Pleasant Grove, UT 8406