

**ADVANCED SOLUTIONS  
GROUP**  
A RETAIL SUCCESS  
STORY



**LEAN IT STAFF  
RELIES ON ITsavvy**

## In a cost-effective move, a global company turns all of its IT operations over to ITsavvy

### About the Client

Vias Imports Ltd. is a premier Italian wine importer specializing in small, high-quality vineyards from 20 Italian regions as well as Argentina, Austria, California, France, Slovenia and Spain. Founded in 1983, Vias Imports has grown from an East Coast importer to a distributor with a national reach. Its 45-person staff reside globally and work remotely.

### Their Challenge

ITsavvy has a longstanding and close relationship with Vias Imports that began with installation of a phone system in 2008. Since then, Vias has experienced stable growth while its technologies have become more sophisticated. This has challenged the company's one-person IT department. So Vias has relied on the expertise of ITsavvy for strategic guidance and technical knowledge on a number of key projects. With high-profile clientele and partners who demand the highest degree of service, it is critical that Vias' IT is state-of-the-art and reliable.

#### OVERVIEW

**Industry**

Retail

**Client Profile**

Vias Imports Ltd. is a premier Italian wine importer specializing in small, high-quality vineyards from Europe, South America and the U.S.

**Business Situation**

With an international staff, many of whom work remotely, Vias' IT needs proved to be a challenge for its one-person IT staff.

**Solution**

ITsavvy manages its entire IT operation, including UC, Managed NOC, Managed Help Desk, Hosted Email.

**Benefit**

Vias Imports relies on ITsavvy's end-to-end solutions, expertise and concierge-level service.



## Our Solution

After an initial Unified Communication installation in 2008, ITsavvy deployed our savvyMail hosted email solution in 2012 to replace an unreliable email server that was located in Italy. Vias’ technology needs are complex due to a global user base that works primarily remotely. According to Giuseppe Caputano, Vias’ IT Director, “When I have an IT problem, it means someone in my company can’t work, and I’m losing money. Around-the-clock reliability is important to me.”

As Vias Imports grew, Giuseppe realized that he had two options: expand his one-person IT department or turn responsibility of IT management over to ITsavvy. He realized the costs and risks associated with a larger in-house operation were greater than he wanted to take on. So the following year, ITsavvy took over management of Vias’ entire IT capabilities. Since then, ITsavvy has deployed savvyGuard Managed NOC, savvyGuard Help Desk, along with a backup and disaster recovery strategy.

Vias Imports no longer has to worry about day-to-day monitoring or management of any of its company’s critical environments. Since ITsavvy works directly with Vias’ various IT vendors, updates are handled automatically and potential events are often remediated without interruptions. “We work together as collaborators. Over the years, ITsavvy has proposed innovative solutions, and I trust their expertise,” Giuseppe said.

## Their Success

Vias Imports has enjoyed steady growth as it expanded its reach nationally and globally. “ITsavvy has enabled us to grow at a healthy pace,” Giuseppe said. “My client executive anticipates my needs because we have been together for so long. It is a true partnership.”

**FOR MORE INFORMATION,**  
please contact an ITsavvy Client Executive.

### ITsavvy

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## The ITsavvy Solution

### HARDWARE

- Mitel
- Dell
- Cisco
- VMWare

### SOLUTIONS

- savvyMail® and SPAM
- savvyBackup®
- savvyGuard®
- Unified Communications

### PARTNERS

- HP
- Dell
- Cisco
- VMWare
- Mitel

