

Solutions & Success

The Inside Story



Client

Readco Kurimoto, LLC

Industry

Manufacturing

Respondent

James Bean,
Engineering Manager

Readco Kurimoto, LLC is a manufacturer and designer of industrial mixing and chemical processing equipment. A smaller, specialized manufacturing firm located out of York, PA, Readco Kurimoto has been in business for over a century. They started by producing simple mixing equipment for local bakeries, and over their extensive time in business, have grown into the successful firm it is today.





Readco Kurimoto Trusts TREYSTA To Handle IT Problems Directly

As such a long-running establishment, Readco Kurimoto has seen many forms of IT support. For the past four years, they've relied on TREYSTA for expert and responsive IT support. With no on-site IT staff, Readco Kurimoto's team depends on TREYSTA to keep them up and running and limit downtime.

What about you? Do you have an IT partner you trust so completely that you let your staff work with them directly?

This is a rare quality in IT support — many business owners or managers would rather be a part of the chain of support, keeping their hand on the wheel and tracking issues as they occur. But that's not the case for Readco Kurimoto; they know that TREYSTA's support team is so effective that they leave it to their employees to work with them directly.

"Their HelpDesk continues to be a great resource, we encourage people to go to them directly," says James Bean, Engineering Manager, Readco Kurimoto, LLC. "Depending on the severity of the issue they're either right on it, or having someone looking into it to get us an answer in short order."

TREYSTA delivers the ideal outsourced IT support experience for Readco Kurimoto. When the issue isn't simple enough to be fixed quickly by someone onsite, they simply escalate it to the TREYSTA team — and like that, it's taken care of.

"They've been a great partner," says James. "There's a little bit that I can do on-site myself, but when it comes to the larger issues, it's been great to have them as a resource. We give TREYSTA a call and they help us out."



TREYSTA Helped Readco Kurimoto Smoothly Transition To Remote Work

IT resources have never been as important as they are now during the COVID-19 pandemic. In order for organizations to stay connected and productive while working remotely, they need the right technologies and processes in place.

Unfortunately, due to how quickly the pandemic developed, many businesses were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

To make matters more difficult, like many other businesses, Readco Kurimoto was largely against the idea of remote work in the first place. They were staunch believers that work happened in the workplace, making it all the more of a hurdle to migrate to the remote workplace when the pandemic hit.

“Prior to this our company was not set up to work from home, and I would say were probably opposed to it,” says James.

Prior to the COVID-19 pandemic, Readco Kurimoto had no work-from-home plan in place. Fortunately, they had TREYSTA on their side. When the severity of the pandemic became clear, TREYSTA immediately got to work to deliver controlled data access for users at home, taking the time to configure each user’s home environment properly.

“They really stuck with us through bringing that online,” says James. “There was a little bit troubleshooting with everybody’s personal equipment, and they really hung in there and worked with each person to get everything working the best they could.”

Thanks to TREYSTA's dedicated service, Readco Kurimoto, a company that had never considered remote work in 114 years of operation, was successfully migrated to a work-from-home model in under two weeks.

"Through this transition, they found a way to access our networks, and keep our employees moving while shifting to work from home, and reliably," says James. "They did it in fairly short order, and I think we broached the topic and in two weeks they had our entire company working remote."

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They've been a great partner.

- **James Bean**, Engineering Manager,
Readco Kurimoto, LLC

