Palmer Johnson Enterprises Successfully Unifies Subsidiaries with IT Standardization

impact

Focus. Innovate. Grow.

Palmer Johnson Enterprises represents more than 100 years of service in the manufacturing and distribution industries. In 2020, the company consolidated its subsidiaries Palmer Johnson Power Systems, Hamilton Engine and Trident Engineered Solutions, each a providers of equipment for off-highway powertrains and engines. With this merging of teams as the start to a streamlined, unified organization they identified some necessary targets to support their growth plans.

PALMER JOHNSON
Enterprises

Company
Palmer Johnson Enterprises

Headquarters
Sun Prairie, Wisconsin

Employees
160

Offices
13 in US and Canada

Industry
Distribution

Goals

Reviewing and strengthening vendor management relationships

Integrating CRM, ERP and other systems across the company

Establishing the new Palmer Johnson Enterprises brand

Shifting subsidiary employees to the new service model

How did Impact support this consolidation through IT?
Read this IT project management case study to find out.

BUSINESS CHALLENGES

The decision to consolidate meant the need to unify the IT infrastructure of the offices for all of the subsidiary companies, which were located in five states, with others in Canada. The IT Manager, tasked with leading this project while managing day-to-day IT tasks, quickly realized how difficult a successful rollout would be without the help of additional IT staff, including engineers and vCIOs. Having previously worked with a small managed service provider out of Iowa, they concluded that in order to support their expansion, they needed an MSP with more coverage capabilities.

"We needed support and standardization. If we couldn't do that, there would be a decrease in morale, lost sales and poor customer service."

Phil Turnquist
IT Manager at Palmer Johnson Enterprises

The IT Manager wanted to focus more on the integration goals, with products like Salesforce and ERP platforms used by members of the various teams needing to be connected. To do so, they needed to manage support agreements with their vendors, balance the shift of employees to new service models and address support requirements with limited help desk services.

In their search for a new MSP, the team connected with Impact for a more in-depth assessment of their IT infrastructure and their goals to support expansion.
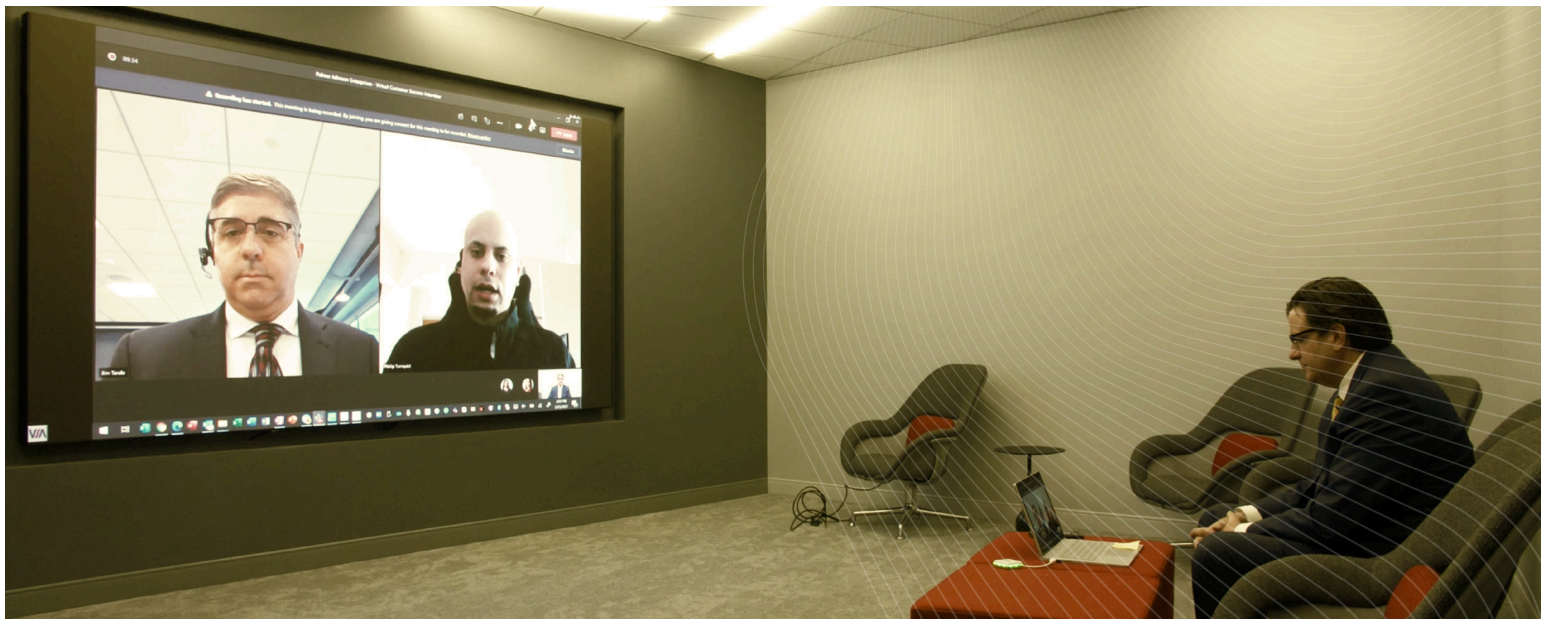
THE IMPACT PARTNERSHIP

Servicing Palmer Johnson Enterprises since 2018
Managed IT & Cloud Services

Assessment
The consolidation presented a unique challenge for the Impact team, who, in order to do a completely thorough assessment of Palmer Johnson, assessed eight locations within five states, all within five days. IT specialists interviewed team members and found common pain points, as well as gaps that came about due to a lack of existing IT staff.

Key Findings
• Need for an onboarding plan for multiple locations, all coming in within six months
• Current MSP lacked nationwide presence and experience with scaling IT services for a growing organization
• Struggle to manage vendor relationships and support needs
• Lack of maintenance, leading to outdated and inconsistent hardware across different locations
• Lack of standardization in the acquisition process

The Solution
Impact MIT experts recommended the CompleteCare package, which gave Palmer Johnson's IT Manager and their team access to the IT staff and support they were missing. They immediately began working together to establish standards for not only the locations currently under Palmer Johnson, but also for upcoming acquisitions for a more proactive approach. This involved going to all 13 locations across five states and two continents.

Service Package
• 24/7 support services
• Business and disaster recovery plans
• Cloud-based applications
• Access to a full team of experts, including vCIO, service desk and field network engineers
• Industry-leading hardware and software, customized by Impact

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THE RESULTS

Employee Onboarding
Impact introduced IT best practices and set up secure access controls so new employees could connect safely and quickly to Palmer Johnson's network when entering the company.

Vendor Relationships
Now managed by the Impact team, they ensured that business-related systems aligned with IT standards, supported Palmer Johnson's business needs and were flexible enough to scale when the organization unified its subsidiaries.

Hardware
New equipment was installed in each location, making the tech consistent across every location and managed locally by Impact, who could proactively monitor and remediate any issues as they came up.

IT Best Practices
The team established cybersecurity-focused standards for both hardware and software to protect against threats and give employees at all locations rules to reduce potentially risky behaviors within the growing network.

Maintenance
With new hardware installed at each location, the Impact MIT team now handles any ongoing updates, fixes and troubleshooting for any particular location, taking this responsibility off of Palmer Johnson's IT Manager.

Since the establishment of the partnership, the Impact MIT team has continued to assist Palmer Johnson in scaling their IT alongside their continued growth. With three new acquisitions within the US and Canada already complete, Palmer Johnson and Impact are collaborating to create a more proactive approach to their IT.

"Instead of worrying about costs and coverage, we could hit the ground running and address the issues at hand."

Phil Turnquist

**IT Manager at
Palmer Johnson Enterprises**

Key Benefits
- Successful onboarding of employees, complete with IT standards and best practices
- Ongoing planning with Impact engineers to track progress, determine future projects and remediate issues
- Documentation and tracking for all hardware at every location
- Future plans to build out more strategic objectives and roadmaps
- IT security activities, including pen testing, reviewing systems and integrations, to ensure all locations are following the same security practices
- Dashboards with unified systems information for real-time monitoring and faster diagnostics

Learn more about Impact's comprehensive IT program.
impactmybiz.com/managed-services/it-cloud/

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