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CASE STUDY SERIES

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Datacate's IT Services Weave Success Into Chill-n-Go's Fabric



Chill-n-go®, a fully integrated textile manufacturing company

In This Edition -

Datacate's VP Ed LaFrance speaks with Lisa Rose of Chill-n-go, a textile products manufacturer in Rancho Cordova, California. Ed and Lisa discuss how Chill-n-go utilizes Datacate's IT support and management services to keep their operations running smoothly.



Lisa Rose, CFO at Chill-n-go

Welcome, and thank you for reading Datacate’s case study series! In each edition, we speak with a Datacate client to learn about their business and how they utilize Datacate’s technology solutions to solve problems and deliver services to their clients.

In this case study, Ed LaFrance speaks with Lisa Rose of Chill-n-go. Ed and Lisa discuss how Datacate IT support an management services have improved their operations.

Ed: Hi Lisa, Thanks for doing this interview. Tell us a bit about yourself—what is your role at Chill-n-Go?

Lisa: I started working at Chill-n-Go about 24 years ago. I love working at a small, family-oriented company. I am the CFO of the company and currently run the day-to-day operations.

What is Chill-n-go’s market opportunity - what products and services do you offer your clients?

Lisa: Chill-n-go is a fully integrated textile manufacturing company specializing in insulated wine bags. We also offer embroidery and laser engraving on all our products.

Ed: Datacate provides your company with managed IT and support. What role does that play in your operations?

Lisa: The support we receive makes our company run more smoothly. Datacate’s response time to support requests is terrific. When we recently decided to upgrade some older equipment, they made the transition quick and easy. We would not have been able to complete that change without them.

Ed: What are the specific needs and challenges that your organization has faced with IT?

Lisa: CNG is a small company, and I wear many hats. When I'm out of the office, I frequently need to use my office computer, software, and files. Datacate has set up secure remote access that makes it easy to work when I'm home or on vacation.

Ed: What are the critical factors that are must-haves for your organization to be successful with technology?

Lisa: We need ongoing tech support to address issues and keep systems running smoothly. We also require the planning and handling of occasional projects, like upgrades and migrations. Most importantly, we need clear and concise communication about all things relating to our IT systems. We receive all of these important services from Datacate.

Ed: How does Datacate uniquely address Chill-n-go's technology needs?

Lisa: We have not had regular scrums with an IT provider before, and they've been enormously beneficial. I meet monthly with Datacate to discuss any issues and future changes that need to be addressed.

Ed: How long has Chill-n-go used Datacate as its managed IT services provider?

Lisa: We started working with Datacate in January 2023.

Ed: What has been your overall experience with Datacate?

Lisa: They have substantially improved our IT situation. Datacate's support response times are superior to our previous provider, and that's been a significant benefit of working with them.

Ed: How has Datacate's service changed how you perceive and interact with technology?

Lisa: We have many systems and services online and routinely use the Internet, so cybersecurity has always been a concern. With Datacate, I no longer worry about cybersecurity issues. I feel more confident with their management and guidance.

Ed: How would you rate the quality of service and support your organization receives from Datacate?

Lisa: I would give them 10 out of 10. They always respond to support requests with urgency. They handle our IT needs with a sense of importance.

Ed: How would you rate the overall value of the services that your organization receives from Datacate?

Lisa: I would say the value is outstanding and worth every dollar.

Ed: How has Datacate's performance compared with other IT support services that your organization has used (if any)?

Lisa: Everything about Datacate has been superior to our last provider. The cost-to-value ratio, customer support, and communications have surpassed my expectations.

Ed: Would you / have you recommended Datacate's services to colleagues and associates?

Lisa: I would absolutely recommend Datacate to both colleagues and associates.

Ed: Do you have any closing thoughts or additional comments?

Lisa: I appreciate that Datacate supports my home computer as part of their service since I frequently use it for work. Their willingness to help is great!

For more information about Chill-n-go:



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