

Centralized control that keeps Aramark's global machines online and supported



Industry: Services (food, facilities, uniforms)

Headquarters: Philadelphia, PA

Number of employees: 270,000

*"Whether you're a large corporation or a small company, Central can help you keep your most essential machines up and running. It lets us do everything we need to do in one place. It's a phenomenal product."*

-Bob Arena, Manager, Direct Sales Desktop Support, ARAMARK



# Aramark

## Challenge

Hospitals, universities, schools, stadiums, hotels, restaurants and other organizations rely on Aramark for essential services, including the delivery of food, uniforms, and linens. It's a critical operation that requires 24/7 uptime for its production machines. For Aramark's food and facilities business, and its uniform business, these machines – 180 powerful workstations, located in Aramark's dispersed market centers – are Aramark's lifeblood. They keep Aramark's conveyor belts, laundry sorters, sewing machines, injection machines and other equipment up and running. It's a complex system, made more challenging by the fact that both internal Aramark employees and multiple vendors are involved in support, and all are located across the world.

## Solution

Aramark turned to LogMeIn Central to manage and support workstations in multiple areas of the business. One of the deciding factors was Central's ability to provide unattended remote control and administer a workstation without requiring any user interaction. When a help ticket comes in, either Aramark or one of their vendors can securely and quickly access the machine and troubleshoot the problem, shortening the time to a solution. Central also allowed Aramark's IT team to create groups of workstations, and closely manage access to these groups, making it much easier to distribute access to third party vendors securely. By assigning vendor access via Central, Aramark also doesn't have to worry navigating a firewall or VPN, eliminating a layer of complexity and potential delays in problem resolution.

## Results

Central enables Aramark to keep their production up and running much more easily and faster than they could previously. They're resolving problems that could halt the shop floor if not addressed quickly. On any given day, at any given time, Aramark support technicians are accessing a dozen workstations. With Central, they're:

- Cutting down the "touch time" on a ticket – Aramark estimates that, with Central, average handle time has improved by at least 10 percent
- Making it easier to access production workstations remotely. For example, a technician can troubleshoot and resolve an issue at 2 a.m. on Saturday without having to come into the office

Central's management tools and reliable remote control have optimized Aramark's ability to keep their market centers updated and online, therefore keeping the business running 24 hours a day, 7 days a week.