



Case Study

KRANTZ SECURE TECHNOLOGIES DELIVERS STRATEGIC AND PROACTIVE SUPPORT TO ARLEE HOME FASHIONS



Case Study - ARLEE HOME FASHIONS

When they needed a higher class of IT support, Arlee Home Fashions turned to Krantz Secure Technologies. Krantz ensures that Arlee always has the most cost-effective and current IT platform in place for their evolving business needs.

Arlee Home Fashions is a design and import company that produces a wide variety of household items, including home textiles, decorative accessories, pillows, table linens, car seat covers, pet beds, and more.

Arlee employs close to 200 staff across their New York headquarters and distribution facility in Missouri. They also work with many external logistics companies and overseas vendors. That's why it's so important for Arlee to have an excellent modern IT platform so they can maintain flawless internal and external communication. Arlee's David Frankel comments, "At least 90% of our orders come in electronically. We have to manage a high speed, high volume transaction engine. And then there's all the communication and analysis that's done internally to support our business. Email and IT are everything in terms of our continuity and productivity."

"We partnered with Krantz for their forward thinking approach."

Arlee had previously worked with a smaller IT company. Over time it became apparent that they would not be able to keep up with their technological needs. Frankel states, "They didn't have a vision as to what was happening in the tech world and how to stay on top of it." They decided to partner with Krantz for their forward-thinking approach. "Krantz is way more in-tune with IT trends and optimizing them in ways to specifically support business goals. They have a much more proactive and strategic approach."



Case Study - ARLEE HOME FASHIONS

The Situation: A household furnishing company requires a proactive and strategic IT provider able to support their business goals

Once Krantz became Arlee's IT provider, they immediately assessed their needs and embarked on improving their systems. Krantz began by upgrading their corporate network, improving the LAN in their warehouse and introducing thin client terminals. They also safeguarded Arlee's productivity by moving them to a tailored cloud-based infrastructure including relocating their business critical ERP system to Krantz's secure data center. Frankel says, "We're now completely cloud-based, they held our hands through the entire transition. They never used a cookie cutter implementation approach and they don't rush or force us into making changes. They give us the info, tell us how it can help us specifically and let us mull things over."

"Krantz implements solutions that work."

As the changes were executed, Krantz worked to ensure that there would be no unforeseen cost or performance issues. Frankel explains, "They're very proactive, they think of solutions and will even implement the new tech solutions internally first as a test. They care about implementing solutions that work."



Case Study - ARLEE HOME FASHIONS

The Solution: Partnering with Krantz for responsive and innovative IT solutions that are truly tailored to improve business performance

Frankel says, "Krantz is incredibly responsive and adaptable. We can be totally honest with them, they listen and adapt. They really want to hear what we have to say, and they do that for a huge number of different clients. That's a testament to their ability to provide truly tailored service."

"Krantz is incredibly responsive and adaptable."

Krantz continues to provide Arlee with essential services, including:

- ✔ **K-Secure Cloud**
- ✔ **Strategic IT Consulting**
- ✔ **Fast Response Customer Support**

Arlee regularly recommends Krantz to other businesses for their personalized strategies, responsiveness and high level of customer satisfaction. According to Frankel, "They'll learn your business and craft a solution that makes the most sense." He continues, "One of the toughest things is managing people's expectations, and they do a great job of that as well. They are good about knowing if something is urgent. We never feel like we're waiting around, we always feel taken care of. They're good at what they do."

Krantz Secure Technologies is committed to delivering proactive and tailored solutions to meet Arlee Home Fashions' business needs.

Contact us now at (212) 286-0325 or Sales@KrantzSecure.com to benefit from our IT strategies too.

