

# Elevating Performance and Growth With IT Managed Services



## CLIENT

Global Manufacturer



## INDUSTRY

Flexible Packing



## OUR ROLE

Digital Advisory  
MSP Services  
ERP Implementation

Takigawa, a global manufacturer and leader in the flexible packing industry, looked to Cherry Bekaert for help innovating its information technology (IT) infrastructure for enhanced security and reliability.

### Innovating IT Networks to Meet Growth Goals

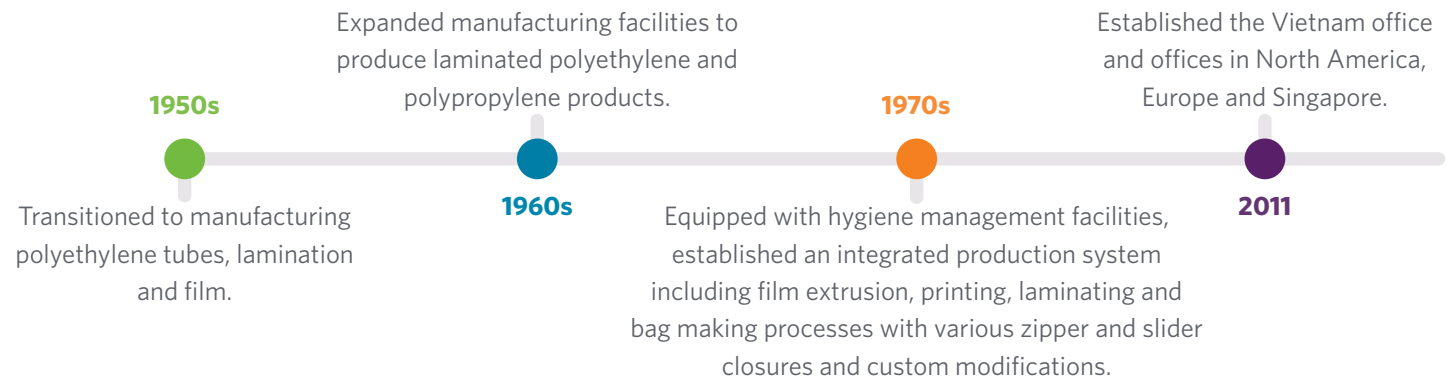
Takigawa experienced rapid improvement and growth, supported by the relentless adoption of modern technologies. With a constant cadence of development, innovation and service improvements, the company hired a managed service provider (MSP) to manage its IT needs and offer implementation guidance for the enterprise resource planning (ERP) solution.

When Chad Rupert became president of Takigawa Corporation America in 2022, he joined with a mission to guide rapid growth in the U.S. and Canada. As part of that vision, Rupert evaluated the strategy and execution of the company's IT infrastructure, including ongoing initiatives to reduce its carbon footprint and increase security and reliability measures.

Through this evaluation, it became clear that the organization struggled with its traditional IT network that used VPN topology to connect to different locations. As a result, timely and efficient IT support was lagging across the company.

Leaning on successful business partnerships in progress, the organization identified a reputable team with a demonstrated history of building productive and trusted relationships while delivering on strategic goals — Cherry Bekaert Digital Advisory, a Microsoft Gold Cloud Platform provider. Given Takigawa's strategic goals, it needed a trusted digital partner to deploy a cohesive technology strategy, including cybersecurity and scalability.

## Takigawa's Rich Manufacturing History



## Protecting Data and Cybersecurity

The Cherry Bekaert team met with Takigawa's internal team to review the organization's IT needs. Together, the team evaluated the status of the company's infrastructure and systems and worked to articulate a new vision for IT and managed services. This vision included:

- ▶ Enhancing organizational security
- ▶ Improving the network and core infrastructure components for daily operations
- ▶ Guiding the ERP deployment already in progress

With a corporate philosophy of "providing safety and reliability" to employees and the community, the first initiative focused on was overall security. The Cherry Bekaert team first replaced outdated camera security systems and hard drives, which included intermediary support such as door control systems for all factories. A new time clock system was established with an easy-to-use interface to enhance time tracking and productivity.

As part of its MSP offering, Cherry Bekaert leveraged a suite of tools to manage Takigawa's IT infrastructure including its VPN, back up servers, firewalls and network equipment. By leveraging a combination of advanced tools, the team provided continuous monitoring, detection and protection for network and endpoint security, as well as organizational data.

**Hiring an MSP like Cherry Bekaert has offered Takigawa a truly dynamic partnership rooted in deep expertise. We have been able to increase our security, enhance collaboration, and we have seen a sizeable increase in our production. We are looking forward to launching our ERP system and achieving our strategic objectives with this team."**

**-Chad Rupert,**  
*President of Takigawa Corporation America*

## Upgrading Systems and Equipment Management

With updated network equipment, creating a seamless onboarding experience for employees was imperative. Cherry Bekaert managed all equipment setup and deployment for laptops, monitors, docking stations, etc. The team is currently helping Takigawa directly manage RFID proximity badge technology to help the organization independently monitor employee access and security.

The Cherry Bekaert team has supplied the human resources department, tasked with overseeing physical access control, with a web-based application and provided the necessary training to enable effective management of badge access on-site. These badges regulate building entry as well as access to the plant floor. Additionally, rooms with restricted access are secured using keypad door locks or wall-mounted key safes, ensuring that only authorized personnel can enter.

Next on the agenda for equipment updates includes upgrading the organization's VPN to aid in managing virtual machine deployments across a host of servers.

Additionally, the Cherry Bekaert team is actively working on upgrading Takigawa's Wi-Fi network to increase coverage in the warehouse to eliminate any current interference while allowing staff to select inventory off the shelves from their forklifts.

## Enhancing IT Managed Services

While Takigawa relies on multiple vendors to manage various aspects of its production facilities, such as phone systems, printers and scanners, Cherry Bekaert serves as a first line of contact to mitigate disruptions and perform appropriate system checks. Outsourcing these functions allows Takigawa to focus on its core business tasks.

Just as important as it is to mitigate disruption, MSPs can leverage advanced and predictive analytics to leverage insights and forecast future outcomes. The Cherry Bekaert Digital Advisory team built metrics into their services to deliver insights to the organization, such as volume of tickets, tickets incident by category and resolution time. The team routinely meets with Takigawa to discuss metrics and opportunities for future enhancements.

**Leveraging this data allows us to see where there are opportunities for performance improvement, enhance decision making and prevent issues before they arise."**

**-Jim Kramer,**  
*Partner, Cherry Bekaert, IT Managed Services*

## Guiding ERP Implementation

Prior to the MSP agreement, Takigawa identified an ERP system to help staff streamline operations, enhance efficiency and drive growth. Understanding the importance of a strategic approach while implementing an ERP system, Cherry Bekaert has partnered with the implementation team to ensure the system aligns with Takigawa's specific business needs and growth strategies, including:

- ▶ Alignment with Takigawa's growth models
- ▶ Stakeholder buy-in
- ▶ Identification of the appropriate resources and needs
- ▶ A thorough integration roadmap to all core functions within Takigawa
- ▶ An effective communication and training plan

The Cherry Bekaert team is providing Takigawa with real-time knowledge, technology and industry experience to ensure the organization meets its growth objectives.

## About Cherry Bekaert

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**We are business leaders first in the IT context, leveraging technology to grow a company's top and bottom line. We strategically align with our clients to provide the advisory needed. We are a managed service partner, beyond a provider. We understand business and how technology applies to your business."**

**-Chris Martin,**  
*Senior Manager, Cherry Bekaert, IT Managed Services*

## The Next Step in Your Digital Transformation

Cherry Bekaert's Digital Advisory team drives transformation and helps middle-market companies grow by bringing together people, processes, technology and culture to help businesses flourish in the digital age. Your digital transformation journey starts where you are today. Contact us to see how we can guide you along the way.

## For More Information, Contact Us:



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