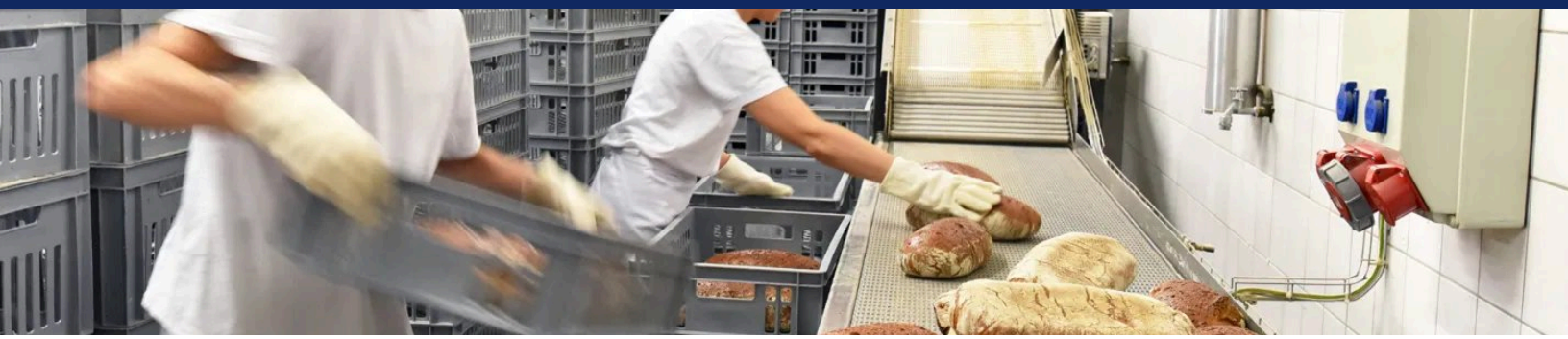
Cain Food Industries Replaced a Slow MSP and Rebuilt Its Network

A Dallas baking ingredient manufacturer had an accounting manager running IT, a provider that did not answer, and a warehouse full of WiFi dead zones. GiaSpace took over from Florida.



THE SHORT VERSION

Cain Food Industries, a Dallas baking ingredient manufacturer founded in 1971, hired GiaSpace after its previous managed service provider left issues open and questions unanswered. GiaSpace took over remotely from Florida, rebuilt the network, and now handles day-to-day IT and vendors.

AT A GLANCE

CLIENT
Cain Food Industries, Inc.

INDUSTRY
Food manufacturing

LOCATION
Dallas, Texas

FOUNDED
1971

CLIENT SINCE
2022

IT LEAD
Eduardo Omana, Accounting Manager

4 Years
A GiaSpace client since 2022

1,000 Miles
From GiaSpace's Florida headquarters to Cain's Dallas warehouse

3 Generations
Of family ownership at Cain, now trusting GiaSpace with its IT

What Was Going Wrong With Cain's IT?

Cain's previous managed service provider was slow to respond and left open issues with no status; in Eduardo Omana's words, "responsiveness wasn't their strong suit." Eduardo, Cain's accounting manager, had inherited the IT environment on top of his actual job (nobody applies for that role; it finds you).

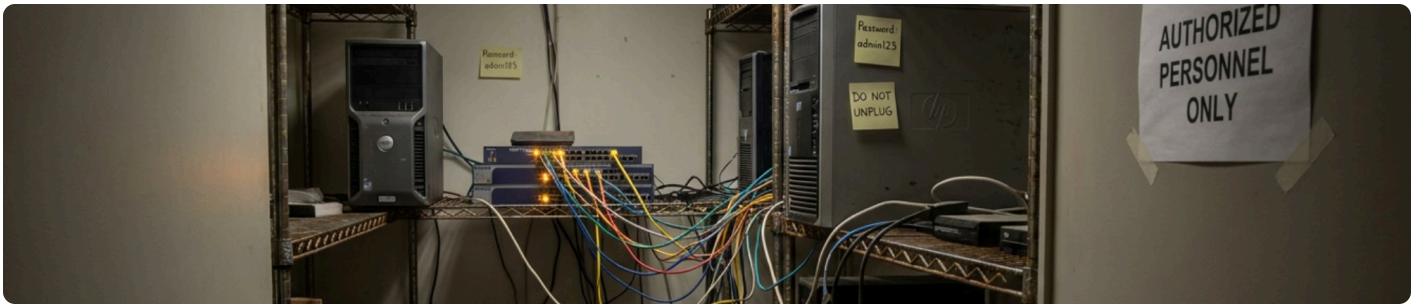
The network he inherited had four problems that touched daily operations.

01 **Conflicting IP Subnets**
Multiple DHCP servers handing out addresses on the same network.

02 **Barcode Scanner Trouble**
Warehouse scanners kept failing, and the cause was unclear.

03 **End-of-Life Servers**
Past end of life, and the previous provider had never raised it.

04 **WiFi Dead Zones**
Coverage dropped out in parts of the facility.



An inherited network closet: unmanaged switches, unlabeled cables, and passwords on sticky notes.

"In terms of responsiveness, they've been the best that we've ever worked with."

EDUARDO OMANA, ACCOUNTING MANAGER, CAIN FOOD INDUSTRIES

Why Did a Dallas Manufacturer Hire a Florida MSP?

GiaSpace came recommended by a firm that worked with Cain on SAP. Cain was not shopping by zip code; it wanted a provider that would answer. GiaSpace supports clients nationwide, so the engagement runs remotely, with a local partner in Dallas for scheduled on-site work.

"The distance was a concern at the beginning. We haven't noticed any negative impact from it. Most requests are handled remotely, and when something needs to be handled on site, they have partners in the area who come in and take care of it."

EDUARDO OMANA

What Did GiaSpace Fix?

01 · CISCO MERAKI

New Firewalls

Deployed and managed by GiaSpace as part of the service.

02 · UBIQUITI POE

Managed Switching

Unmanaged HP switches out, Ubiquiti PoE switches in.

03 · WIFI SURVEY

Warehouse WiFi

Dead zones scanned, mapped, and fixed with a local partner; access points upgraded.

04 · ON-SITE DIAGNOSIS

Barcode Scanners

GiaSpace went on site and ruled the network out as the cause.





GiaSpace also took on the day-to-day: the servers, the warehouse management system (WMS), the vendors behind them, and every managed workstation, which now carries a help desk button and GiaSpace's cybersecurity stack.



Warehouse scanning at Cain, back on a network GiaSpace can see into.

What Changed for Cain

AREA	BEFORE GIASPACE	WITH GIASPACE
Support	Open issues with no status updates	**Responsive support and a roadmap**
Network Visibility	Conflicting subnets, little insight into the network	**Meraki firewalls GiaSpace manages and can see into**
Switching	Unmanaged HP switches	**Managed Ubiquiti PoE switches**
Warehouse WiFi	Coverage gaps and dead zones	**Dead zones fixed, access points upgraded**
Workstations	No help desk shortcut, no managed security stack	**Help desk button and security stack on every endpoint**
WMS and Vendors	A troublesome WMS	**GiaSpace manages the WMS and vendors**

"They've truly been game-changers. Their commitment to ensuring our server and IT infrastructure remain top-notch has been commendable. Their involvement has been holistic, from handling our once-troublesome WMS system to managing vendor relations."

EDUARDO OMANA, ACCOUNTING MANAGER, CAIN FOOD INDUSTRIES



Running IT on Top of Your Real Job?

That is how it started at Cain, too. A 15-minute fit call with me is enough to find out whether GiaSpace can take it off your desk. No pitch and no pressure.

Book your 15-minute fit call at
gainesville.giaspace.com/schedule-expert-it-support-with-rob-giannini-giaspace-booking
or call (352) 309-2208

ROB GIANNINI, FOUNDER AND CEO, GIASPACE