



## How Braden Bolstered Robert Dietrick Company's Operations

### Case Study

**Organization:** Robert Dietrick Company

**Locations:** Fishers, Columbus, Columbia City, Evansville, IN

**Industry:** Industrial Solutions

**Services Offered:** Planned Maintenance, Service & Repair, and Other Industrial Solutions

*“Braden Business Systems empowers our company to be everywhere we need to be.”*

**BO DIETRICK, PRESIDENT OF ROBERT DIETRICK COMPANY**

### Making Modern Tech Part of Company Culture

Company Vision: Secured.

#### Challenge

Robert Dietrick Company is a manufacturer's representative who solves problems for customers at the loading dock and in the warehouse or production facility. RDC helps facilities work faster, smarter, and safer with less downtime. Their customers benefit from planned maintenance, service, and repair from certified service technicians who have undergone extensive training for industrial loading dock equipment and specialty doors.

However, these solutions are only possible with an efficient and stable technology infrastructure. RDC realized they needed more streamlined mobile technology to support their growing number of customer-facing employees. This included switching to different automated processes, developing a better mobile device management system, and improving their cybersecurity posture.

## Solution

The Braden team came into the picture to help the business leverage the most modern and effective technology – without the complexities. After completing a full analysis of the company's operations, Braden started providing technical support. Over the next few years, Braden built a more optimized infrastructure, implementing new cybersecurity solutions, and providing a flexible, productive hybrid work environment.

## Results

Today, Robert Dietrick Company is a more efficient business with nearly 100 employees working remotely in various customer facilities and on active job sites, all while utilizing a shared and secure business platform.

**Through its partnership with Braden Business Systems, Robert Dietrick Company has seen improvements like:**

- **Increased revenue:** By being able to offer a smoother and easier customer experience, the company has secured more clients.
- **Security-oriented culture:** The Robert Dietrick team underwent cybersecurity awareness training, deepening their cybersecurity knowledge and practices.
- **Streamlined cloud operations:** An on-site and cloud-based system has allowed the organization to enjoy better agility in a strong hybrid work environment.

## **Braden Business Systems Solutions Is Renowned For:**

Innovative services including managed IT, co-managed IT, IT consulting, infrastructure monitoring, managed print, document automation, software solutions, cybersecurity solutions and office equipment.

- **State-of-the-art technology solutions**
- **Custom workflow solutions**
- **Unlocked efficiencies**
- **Experienced support**

*“Thanks to Braden, we operate faster, smoother and more efficiently.”*

**PATRICK MILLER, DIRECTOR OF INNOVATION AT ROBERT DIETRICK COMPANY**



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## **About Braden Business Systems**

Braden Business Systems is an industry-leading, locally owned provider of high-quality technology solutions, office equipment and IT services for Central Indiana businesses. Our fast response and risk-free solutions ensure our clients get the attention and value they deserve.

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