

CASE STUDY



Servers Down – Internet Disruptions

Who Should We Call In Salinas For Help?

This was the ongoing nightmare for Emerald Skyway – at least until Veo Verde Technology stepped in to help. **Emerald Skyway** is a medical and recreational marijuana dispensary. It was the first legal recreational marijuana store in Salinas, California. Their customers rely on them for safe access to high-quality cannabis products.

Opening the store was no small feat. Only Emerald Skyway and one other store in Salinas have received state licenses from the Bureau of Cannabis Control. So, when they had reoccurring issues with their IT system, they knew they needed help right away.



IT Pain That Wouldn't Go Away

The staff at Emerald Skyway had worked hard to get their store up and running. When their POS provider set up their payment card system something went terribly wrong. Their local server started crashing. And as if this wasn't enough, they were experiencing internet connectivity issues that were caused by their internet service provider. These problems were more than a nuisance – they could shut down their dispensary.

The Remedy?

Pete, one of the staff members at Emerald Skyway tells us more:

"Various local server issues and internet disruptions plagued our dispensary. These were due errors made by our POS provider during onboarding and our internet service provider. On both occasions, Veo Verde Technology was able to address these issues and offer solutions to mitigate the chance of future occurrences. Their fast response to the IT issues that we've encountered since opening in January has ensured the smooth operation of our business.

Veo Verde was also intrinsically involved with setting up our cabling infrastructure and hardware. They provided us with a plethora of options to ensure a robust network and room for growth.

Luis and his team have gone 'above and beyond' for us on many occasions by providing lightning-fast technical support and guidance around the clock. We are so grateful for this and highly recommend that other businesses in and around Salinas contact them for IT services and support."

Today

The team at Emerald Skyway understands that they can depend on Veo Verde's fully-staffed network operations center and Help Desk that is always available to address any of their IT concerns.

With Veo Verde Technology's service and support they now have:

- The peace of mind knowing their technology is reliable so they can meet their customers' expectations.
- A source for hardware and software at a price that's lower than what they can buy on their own.
- A trusted technology provider to ensure their IT infrastructure will always stay up and running and protect their confidential data.

Are You Looking For A Trusted IT Service Company?

Other cannabis businesses in the state of California rely on Veo Verde to provide the IT service and support they need. Why? Because the team understands their business models and specializes in the technology solutions they use.

Another reason they depend on Veo Verde is due to their extensive background in supporting healthcare organizations with HIPAA compliance services. The medical marijuana industry requires experts in the health IT field. They also need access to IT Compliance Specialists for dispensing licensed narcotics. Veo Verde assists with both.

How Can You Benefit From Veo Verde Technology's Services?

As quickly as the medical and recreational marijuana environment is changing nation-wide, information technology is evolving even faster. You must stay on the cutting edge of technology to win new business and ensure your current customers receive the services they expect.

Veo Verde knows that you don't want to pay a fortune for your technology. That's why they offer customized IT packages that will align with your budget and your business goals.

A member of Veo Verde's executive team will sit down with your leadership to discuss your technology needs and ensure you have access to cost-effective solutions that enhance productivity, security and reliability.

Veo Verde Technology offers these services and more:

- Managed IT Services
- IT Security & Data Backup/Disaster Recovery
- Security Assessments
- Cloud Services
- Video Surveillance
- VOIP Business Phones
- HIPAA & Compliance Services
- Business Intelligence & Data Analysis
- Strategic IT Planning



Schedule your Free Technology Assessment by contacting us in Salinas, CA at (831) 272-0669 or by emailing info@veoverde.tech