

Cloudnine Realtime's QuickBooks Hosting Cures Growing Pains for Pizza Franchisee



CUSTOMER

From its office in Minnesota, J & J Meyer Inc owns and operates 37 franchise businesses in three states. Its largest franchise, Papa Murphy's, was named "Best Pizza Chain in America" three years running by Market Force Information and boasts over 500 U.S. locations to date.

CHALLENGES

J & J Meyer Inc, with only three employees in its home office, could not support a full server and network on its own to house and manage the data for all 37 of its locations, including up to 1,500 W-2 employees and multiple legal entities. As the franchise grew and hired more talent, they also saw the immediate need for access to QuickBooks in multiple locations



Customer: J & J Meyer, Inc
Independent Franchise Operator

Locations: 37 franchises in 3 states

Industry: Restaurants, Food &
Beverages, Hospitality

www.papamurphys.com

CHALLENGES

simultaneously. Due to its simple network setup, only one employee could access QuickBooks at a time. In trying to solve this issue, the group realized they did not want to make the capital investment on expensive equipment, commit to the long-term liabilities of hiring additional employees to manage its technical operations, or bear the burden of securing their network to the standard necessary to protect so many employees' personal information. These concerns lead them to evaluate alternative solutions.

SOLUTIONS

Cloudnine Realtime was the answer to J & J Meyer Inc's challenge. Adopting the QuickBooks hosting service that Cloudnine provides was the logical, cost-efficient choice. The Cloudnine Realtime technical support team was attentive throughout the onboarding process, moving all the group's data to the cloud and providing timely assistance whenever any issues arose. "With any new process/software there is always a learning curve, however, I felt that Cloudnine Technical Support was amazing!" Reported Holthaus, "There is no software maintenance or anti-virus maintenance to deal with, and there is also a large amount of additional security—including daily backups—that are handled by the system, with no work needed by the user."

RESULTS

Cloudnine's easy access user guides and technical support placed the franchise group ahead of the anticipated learning curve and made the transition process seamless. Freed from the worry of managing their own network, maintaining an internal server, and staying on top of software and anti-virus updates, the group can focus its efforts on their continued growth while enjoying the peace of mind they get from additional security and daily backups provided by Cloudnine. Now, working efficiently as a team, it finds Cloudnine Realtime to be the ideal alternative to using an in-house server.

"Cloudnine is a wonderful alternative to using an in-house network when it comes to cost and efficiency. Its technical support has always been extremely helpful and respectful even when I overlooked simple solutions."

Anne Holthaus
Accounting Specialist
J & J Meyer Inc.

Want to learn more about how Cloudnine can help you streamline your IT in the cloud so you can focus on innovating and doing business? Contact us today:

(888) 869-0076