

CASE STUDY

## Heritage's Dairy Stores | Co-Managed IT That Takes the Pressure Off

Heritage's Dairy Stores partnered with radius180 to co-manage their IT environment, giving their internal team the backup and responsiveness they needed. With radius180 handling the gaps, their systems stay managed and their people can step away without worry.

CLIENT: Heritage's Dairy Stores



INDUSTRY: Retail – convenience store & deli services (food & beverage)

LOCATION: West Deptford, New Jersey, USA

SERVICES: Convenience retail, deli food, sandwiches, coffee, catering

### ABOUT HERITAGE'S DAIRY STORES

Heritage's Dairy Stores is a family-owned convenience store business with deep community roots and a mission built around serving people—customers, employees, and neighbors alike. The company prioritizes quality products and friendly service while supporting local communities and treating people like family.

### THE CHALLENGE

While Heritage's Dairy Stores had a capable onsite IT team, they couldn't cover everything on their own. Technology issues don't stop when people are out of the office, and vacations or time away created stress about who would step in if something went wrong.

Leadership wanted a co-managed IT partner who could be responsive, easy to work with, and trusted to handle issues without requiring constant oversight or deep technical involvement from their team.

### THE RADIUS180 SOLUTION

radius180 stepped in as a co-managed IT partner, providing reliable coverage and fast response when support was needed. Our approach included:

- Acting as an extension of the internal IT team
- Providing responsive, easy-to-access support
- Managing systems continuously, even when internal staff were unavailable
- Allowing the onsite team to step away without worry

The result was a seamless support model that filled gaps without disrupting existing workflows.

### THE RESULT

By partnering with radius180, Heritage's Dairy Stores gained:

- **Reliable co-managed IT support alongside their internal team**
- **Faster, stress-free access to technical help**
- **Continuous system management without coverage gaps**
- **Reduced pressure on internal staff**
- **Confidence that IT is handled, even when key people are away**

With radius180 supporting their IT environment, Heritage's Dairy Stores can focus on their business, without worrying about who's watching the systems.

### WHAT HERITAGE'S DAIRY STORES SAYS ABOUT WORKING WITH RADIUS180

*"Look, I don't understand any of this stuff. But with radius180 here I do not have to understand it, I just have to call them in. They are so responsive. We have a fabulous onsite team, but they cannot do everything. Our people are very important to us and having radius180 co-manage our IT gives us peace of mind. Our team can take their vacations without worry because our system is always managed. It's seamless. It gives us a huge sigh of relief."*

— Owner of Heritage's Dairy Store

