



Imperial Brown: An example of what good looks like for manufacturing IT operations

CASE STUDY

Overview

Imperial Brown, a leader in custom cold storage solutions, has undergone a remarkable evolution of its IT infrastructure and production automation over the past decade. Chief Information Officer, Olivier Beillard has been instrumental in helping the business scale operations, embrace cutting-edge robotics, and

optimize their environment to achieve world class manufacturing IT operations. Tech Heads is proud to be Imperial Brown's trusted partner for enterprise architecture design, networking, hardware selection, and protection from advanced cyber threats with our THInc. Secure™ managed security services program.

Infrastructure for innovation

Imperial Brown relies on IT for more than just keeping back office systems running. IT has a mission-critical role that directly impacts production, innovation, and growth of the business.

In addition to supporting all of the day-to-day IT needs of a growing business, Beillard and team have led major technology advances, including development of the custom applications that run their factories, integrating seamlessly with production robotics. These applications automate complex tasks such as controlling foam output in manufacturing molds integrating with web portals, CAD, and the operator's mobile device.

Achieving this level of automation takes a lot of Beillard's focus so he leverages Tech Heads to help design and implement the underlying infrastructure and cover other ongoing IT and security needs. "Being able to rely on Tech Heads allows resolving issues faster than on our own and allows our IT department to focus on developing custom software and supporting staff."





CASE STUDY

Laying a foundation

Ten years ago, Imperial Brown faced some of the common IT challenges experienced by many manufacturers, which often have pain points from managing legacy systems in an environment that may rely on aging, non-standard servers and storage solutions, leading to frequent disruptions. Based on their goals, Imperial Brown recognized the need

to move away from one-off, non-industry-standard solutions and leveraged Tech Heads to transition them to robust, enterprise-grade platforms. By implementing more reliable and efficient technologies for storage and virtualization, Tech Heads dramatically improved system stability, laying the foundation for further advances.



Year in, year out, Tech Heads acts as both a trusted advisor and hands-on partner for Imperial Brown's ongoing IT and security needs and providing infrastructure solutions to enable their long term technology strategy. The relationship is built on trust, flexibility, and a shared commitment to finding the right solutions. As Beillard notes, "You are a down-to-earth, easy group to work with."

Tech Heads provides a wide range of services for Imperial Brown, including 24/7 monitoring to shut down attempted cyber attacks or malicious activity inside their environment as well as strategic guidance on enterprise architecture and hands on help with networking and hardware. Our responsiveness during emergencies and routine issues allows Imperial Brown's IT team to focus on core business objectives rather than being bogged down by infrastructure challenges.

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Tech Heads has done a good job with keeping us going when experiencing general IT issues and in emergency situations.”

– Olivier Beillard, Imperial Brown

CASE STUDY



Smart factories take smart IT architecture

Over the past decade, Imperial Brown has grown substantially and made exciting advances in automating production. Now with multiple factories across the nation and nearly 24/7 production involving complex robotics, security and reliability are paramount. To help enable Imperial Brown's goals for automation, Beillard leveraged Tech

Heads to design secure, isolated networks for their robotics systems that prevent machines from being compromised and help ensure smooth operation. Effective infrastructure with robust safeguards to protect against both external threats and internal misconfigurations was key in enabling them to centralize controls across multiple sites in Portland.

Navigating the complexity that comes with growth

Imperial Brown's growth has been ambitious, expanding from two buildings to five facilities nationwide through both new construction and acquisitions. This has increased operational complexity significantly, requiring seamless integration of new sites and systems. Tech Heads has played a crucial role in helping minimize complexity, enabling Imperial Brown to scale while maintaining streamlined IT operations.



As Imperial Brown continues to grow, Tech Heads helps them navigate new challenges and add IT capabilities without losing momentum toward their long term goals. We're excited to see what Beillard and team accomplish in the years to come and we're proud to play a role freeing them up to push the boundaries of automation and manufacturing excellence.

About Tech Heads

With decades of experience helping manufacturers achieve world class IT and security operations, Tech Heads knows where the obstacles can appear and how to avoid them. Contact our solutions team to discuss how we can help pave the way for your goals.