

— CASE STUDY

How a Foodservice Enterprise Removed a Single Point of Failure in Data Center Operations

A shadow-to-scale model that placed a senior JRD Data Center Operations specialist alongside the client's team, adding capacity and coverage across multiple sites.

— OVERVIEW

Growing Infrastructure Demands, One Person Holding It Together

Data Center Operations

Staff Augmentation

Multi-Site Infrastructure

The client is a large U.S.-based foodservice and logistics enterprise running a distributed, multi-site infrastructure environment. JRD has partnered with the client since 2011.

The Challenge

Infrastructure demands were growing across multiple locations, and the client wanted to deliver faster and more cost-effectively. Much of the work depended on a single internal resource. That created scalability risk, limited capacity, and no backup coverage for travel-intensive, multi-site execution.

— WHAT WE DELIVERED

Four workstreams, one scalable support model



Shadow-to-Scale Model

- Designed a model where a new specialist shadows the existing internal resource, then scales the role
- Built the knowledge needed to replicate key responsibilities
- Reduced reliance on any single person for critical infrastructure work



Rapid Onboarding

- Deployed a senior Data Center Operations specialist to provide immediate support
- Placed the specialist in a contract-to-hire capacity
- Got the specialist contributing while knowledge transfer was still under way



Multi-Site Coverage

- Supported infrastructure work across the client's multiple locations
- Provided flexibility for travel-intensive, on-site execution
- Added backup coverage where none had existed



Knowledge Transfer and Scale

- Captured key responsibilities so they could be shared and repeated
- Supported high-priority infrastructure initiatives with data center expertise
- Flexed support across fluctuating workloads

— THE RESULT

More Capacity. Better Coverage. Less Risk.

The additional specialist expanded infrastructure delivery capacity and reduced the client's dependency on a single internal resource. Operational coverage improved across sites, and high-priority infrastructure initiatives gained experienced data center expertise. The contract-to-hire model gave the client a path to keep that capability in-house.

Since 2011

JRD partnership with the client

Contract-to-hire

Specialist placement model

Multi-site

Infrastructure coverage