



## Centralized IT Support For a Growing Restaurant Brand

AhelioTech helped City Barbeque unify operations and stay responsive at every location.

**CLIENT:** City Barbeque



**INDUSTRY:** Restaurant

**LOCATION:** Headquarters in Columbus, Ohio, but with locations in multiple states

**SERVICES:** Dine-in, takeout, catering, and event support specializing in slow-smoked barbeque

### Executive Summary

**City Barbeque** needed a technology partner who could support both their central operations and individual restaurants. **AhelioTech** designed and implemented a centralized call center and now supports all IT functions across the organization.

### Challenges

- Needed a centralized IT structure to support operations at scale
- Required help building and managing a company-wide call center
- Sought reliable support for each restaurant location
- Valued a partner who could act as part of the internal team

### AhelioTech's Approach

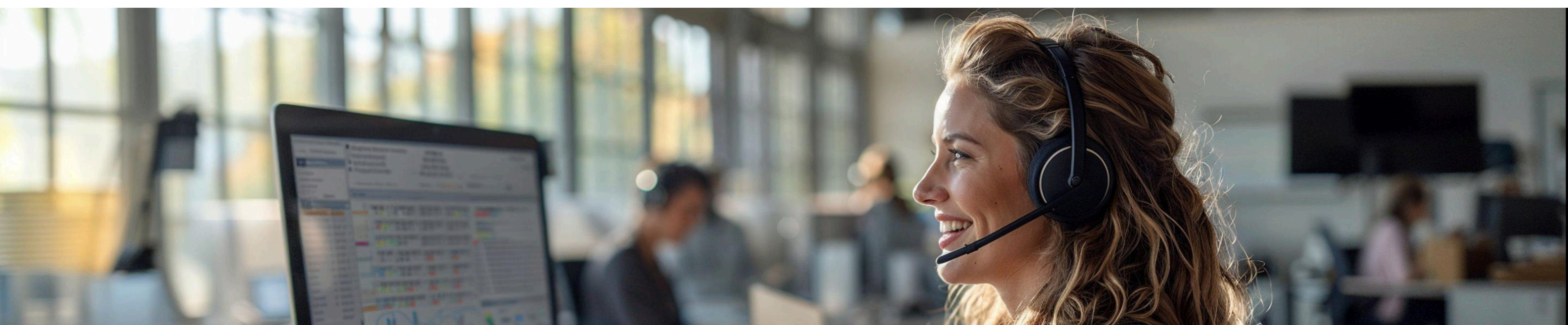
**AhelioTech** provided hands-on support that covered both strategic design and daily operations.

#### Key Actions

- Developed a centralized call center to streamline communication and support
- Managed IT services across every restaurant location
- Collaborated closely with internal leadership to align on goals and operations

### Solutions

- Support became more consistent and efficient across locations
- The call center improved response time and reduced confusion
- AhelioTech stayed engaged as part of the team, not just a vendor





## The Results

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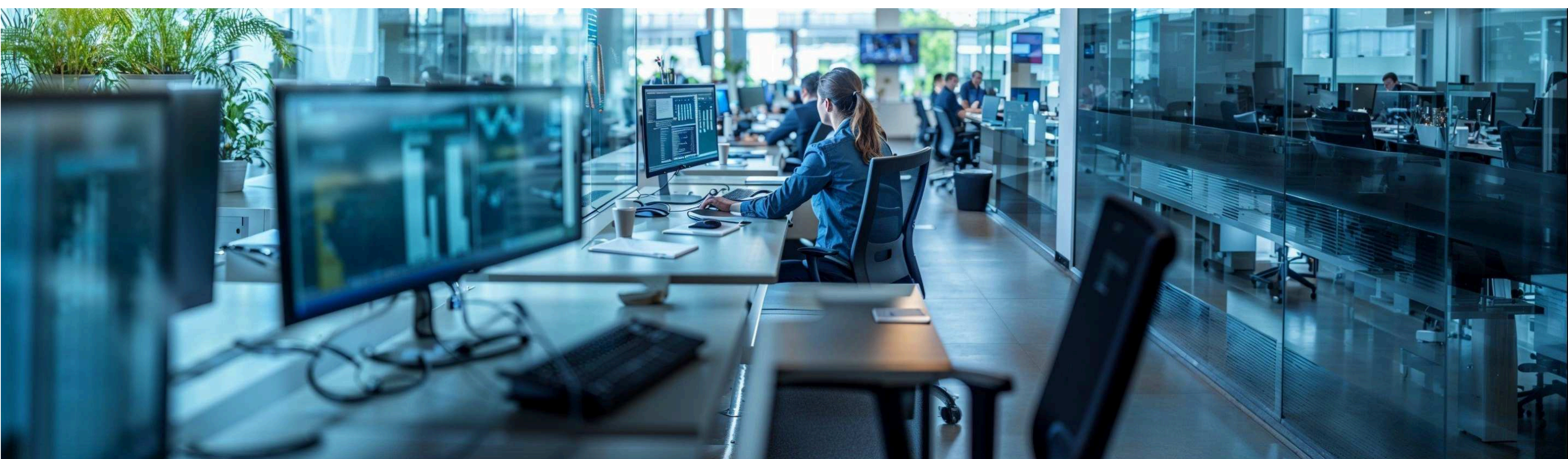
## Looking for a support team that understands how to scale with your business?

**AhelioTech** delivers structure and follow-through that fits growing organizations.

### CLIENT TESTIMONIAL



“We’ve been working with **AhelioTech** for several years and really feel that they are part of the team here at City Barbeque. They worked with us to design and implement a centralized call center and support everything we do from an IT perspective, even at the individual restaurant level. **AhelioTech** truly values the success of our business and clearly understands what it takes to support our IT efforts.”



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