

Success Story:

DeCicco & Sons Elevates IT Efficiency with LogMeIn Resolve

How a growing supermarket chain streamlined Remote Support for Seamless Operations

DeCicco & Sons is a family-owned supermarket and retail company serving the Westchester, NY community through 11 vibrant locations, with two more stores set to open soon. Founded on a commitment to quality and local service, DeCicco & Sons blends traditional grocery offerings with cutting-edge technology to ensure smooth, reliable operations. Despite its growth, the company remains agile—leveraging a small but dedicated IT team to support complex systems and provide a consistent customer experience across all stores.



Challenge

DeCicco & Sons prides itself on delivering consistent grocery retail experiences across all its stores. As the business expanded, so did its reliance on technology, with a small but dedicated IT department responsible for supporting complex infrastructure, including point-of-sale systems, servers, security, and in-store hardware. However, as the company grew and its workload increased, the IT team encountered significant challenges with their previous remote management tool, N-able. The legacy solution felt outdated and cumbersome, making endpoint management unnecessarily complicated and inefficient. Everyday tasks required navigating a clunky interface and juggling multiple tools, resulting in delays, higher operational friction, and difficulty keeping up with the demands of supporting over 300 endpoints across multiple locations.



Solution

Seeking a more modern, streamlined approach, DeCicco & Sons implemented LogMeIn Resolve. The IT department, spearheaded by the Mathew Safar, Systems Administrator, made Resolve central to its daily operations. With its intuitive user interface and comprehensive remote management capabilities, Resolve became the backbone of IT support — enabling team members to quickly access servers, resolve user issues, manage patching, and monitor endpoint health, all from a single platform. Resolve's ease of use meant new team members could onboard rapidly, an important advantage as the department grew from three to five members to support the expanding organization. The solution's flexibility allowed for non-disruptive support: technicians could fix issues in the background, keeping users productive and minimizing interruptions.

“Resolve has been especially valuable for supporting multiple locations. Having a tool that works consistently and simplifies workflows makes a big difference when managing a wide range of systems and users”

Mathew Safar
DeCicco & Sons



Results

“ We’ve seen faster response and resolution times using Resolve. Issues that once required phone calls or onsite visits can now be handled remotely, allowing us to resolve problems more efficiently”

Mathew Safar
DeCicco & Sons

- **Faster Troubleshooting:** What used to involve time-consuming onsite support or back-and-forth phone calls is now managed instantly through remote access, streamlining issue resolution and maintaining seamless operations.
- **Simplified Workflows:** No more switching between multiple tools — tasks such as running commands, patching systems, and monitoring endpoints were now performed within a single, unified platform.
- **Reduced End-User Disruption:** End-users noticed quicker resolution of their issues and fewer disruptions, resulting in higher satisfaction and a smoother experience across all locations.
- **Simplified Onboarding:** New IT team members get up to speed quickly due to Resolve’s user-friendly design.



Looking for secure, scalable remote support that allows your technicians to provide assistance from anywhere and for any device? Visit logmein.com to learn more.

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