



## **Papa Murphy's Success Story**

### *Overview*

Papa Murphy's is the sixth largest pizza chain in the country and the pioneer of Take 'N' Bake pizza. The Vancouver, Wash.-based company offers custom-made specialty pizzas with the freshest toppings. There are more than 820 Papa Murphy's locations in 26 states and the company plans to open additional new restaurants in 2005, bringing the concept to approximately 950 domestic locations. The company's aggressive growth plans and continued success in existing markets required expanded efforts to better utilize technology to reach internal and external audiences.

### *Challenge*

Papa Murphy's was tasked with running a corporate network to service its more than 200 users – with a staff of only three full-time employees. Overwhelmed by high-demand for ongoing technology support from users, the company's internal IT staff could not pursue new IT projects or implementations. Papa Murphy's required a smart partner that would relieve some of the company's internal IT support issues, enabling the technology staff to focus on maintenance and development of technology projects like the Web site, partner relationship management tools and enhanced communications.

“Convergence Networks came to us with very high recommendations for their expertise, and unique business model that provided a service level agreement (SLA) for technology solutions and support,” said, Gary Trobaugh, Director of IT, Papa Murphy's. “Along with excellent customer service, the company delivered a very knowledgeable team and a fast response time on service issues. We can now confidently focus on new IT related projects.”

### *Success*

Papa Murphy's required support at a variety of levels – from help desk support to senior engineers that could provide direct hands-on IT support. Convergence Networks was able to provide Papa Murphy's with that high-quality service and support. The service level agreement established a measurable baseline for creating a stable networked technology environment.

Using Convergence Networks, Papa Murphy's has been able to devote time, staff and resources to upgrading web sites, working with vendors and ultimately improving its information technology infrastructure.

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