BACON SUCCESS STORY
2022

BACON UNLIMITED + CALIFORNIA FAIR PLAN ASSOC.

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#TailsFromTheCrisp / #BaconSuccessStory

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CLIENT SUMMARY

The California FAIR Plan Association was established to meet the needs of California homeowners unable to find insurance in the traditional marketplace. For most of these homeowners, the FAIR Plan is a temporary safety net intended to support them until coverage offered by a traditional carrier becomes available. Two years ago, they had 50 employees. Today, they have almost 200.

CHALLENGE

The proliferation of wildfires in the state combined with the needs of the pandemic caused rapid growth for the FAIR Plan, especially the IT team. They increased staff from three to four to 10 in an attempt to keep up with the company's needs as new employees were hired to work remotely.

The initial setup for endpoints was costing them time and money because they were being configured manually, one by one. "It was time-consuming and a major hassle," said Pablo Gallegos, System Administrator. "We'd have to schedule meetings with new employees, kick them off their computers for a time, get them back on, and make sure their computers deployed correctly."

SOLUTION—BACON UNLIMITED!

FAIR Plan began looking for a deployment tool for software in an effort to ease the burden on their staff. They were also looking for antivirus monitoring, which was crucial with most of their employees

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working from home. After looking at other tools with single-use functionality, they decided on Bacon Unlimited because it could solve several issues at once.

Using Bacon Unlimited, they are able to build dynamic profiles for laptop setups so what used to take hours, now is accomplished with a push of a button. The FAIR Plan IT team also uses Bacon daily to monitor antivirus and software, perform remote assistance, patching and software deployment. "The fact that Bacon has a lot of functionality built in was a big deciding factor. Plus, the tool is very easy to use, and our staff loves it," said Amar Bains, AVP of IT Infrastructure.

RESULTS

"We're using Bacon more and more and it's a big benefit to us as a team in the environment we're in now. I'm sure if we ever get back to everyone working in the office, it's still going to be a benefit because, obviously, we're still going to have to deploy software," Bains said. "We were concerned about team morale as we grew due to the highly repetitive manual tasks required to deploy each remote user. Bringing Bacon on board in the middle of the pandemic probably prevented our crew from searching for other jobs." Gallegos added, "Giving our staff a tool that is nice to work with and full-featured, shows them that management is on their side. That's a big deal."

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As for those employees working remotely, they now work more effectively and securely with their antivirus, and many other elements of their systems being monitored, and required tools like Teams and Outlook becoming more stable. Any future issues can be dealt with remotely using Bacon. FAIR Plan knows that even as they continue to grow, they will be able to meet their expanding challenges with the staff they have instead of hiring more people. ∎

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