



BACON SUCCESS STORY

2023

BACON UNLIMITED + LEVEL 3 AMIGOS

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CLIENT SUMMARY

Level 3 Amigos (L3A) is a consulting company that specializes in providing IT services and support to companies in the poultry industry. Because of their specialized nature, L3A is very aware of issues pertaining to agriculture and its particular needs.



CHALLENGE

The poultry industry is very concerned with bio-security, so it was difficult for the L3A team to service computers onsite. “Our clients are very careful when it comes to the transmission of possible avian influenza, so if we go to one location, we have to wait at least three days before we can visit another farm,” said Boomer Kern, owner of L3A.

“We just didn’t have a really good answer for control over our endpoints other than security.”

“This made it harder for us to do our job because if someone had an immediate problem, we might not be able to get to them for days.” They were especially concerned with zero-day vulnerabilities, because they are a security-first IT team. “We just didn’t have a really good answer for control over our endpoints other than security. That was a priority for us and still is,” he added.

SOLUTION—BACON UNLIMITED!

They researched a few solutions, but found nothing comparable. One was similar, but not as flexible and others were unnecessarily complicated and didn't offer much support. After viewing a demo of Bacon Unlimited, Kern knew they found what they needed.

“Bacon is easy to implement and use, especially because of the support team. The communication and support have been phenomenal.”

“Bacon helped us get to people as quickly as we can and give them backup with whatever they need using the remote control feature,” Kern said. “We can now remove local administrator access on systems and do everything directly, without a go-between. And Bacon is easy to implement and use, especially because of the support team. The communication and support have been phenomenal. Every single time we met and did something, we either accomplished a goal or identified a new one. I've never worked with a company before where every time we met, we did something productive.”

RESULTS

L3A is now using Bacon regularly, and because of the efficiency of the product, Kern is considering adding more clients without greatly increasing their team. They feel they have total control of their endpoints, so the users can continue doing their job and L3A can monitor, audit and fix them at the same time, with immediate access and information. “We are now able to spend more of our time researching and implementing a fix versus going out there and researching and inspecting all the time, which is the key to shoring up zero-day vulnerabilities,” Kern said. ■

