



I've been at Italfoods for 36 years, from the Fiat and a van to 18 routes and almost 100 employees. We went through the IBM AS-400 mainframe days while Windows evolved. Now we've moved onto PCs, and it went from green and black screens to color. That's how it is with Intivix, as well. We moved from black-and-white to color!

The Intivix staff is excellent. They are always there to answer any questions – over the phone or in person. They aim to please. If there is anything they don't know, they will find out for you. They've also helped in training me. I've had no formal schooling, and Intivix has been my teacher.

We rarely have any downtime. When there is any problem, there is 24/7 access. And me, with my strange hours, there is always someone available. The most recent issue was that I had a printer that wasn't communicating, and I was working from home. I was able to get the help desk, and they worked with me until we resolved it. They got our staff working and, as soon as I arrived on-site, everything was smooth. We figured out the problem and got it working.

Intivix is on the cutting-edge of technology, and helps guide us from getting too ahead of ourselves. We hear about stuff in the news about all these new technologies, and we have a lot of reps who are eager to jump into the newest thing. Intivix helps us stay in a better place, with tried-and-true tactics, with things that work.

Our sales staff employees don't have a lot of background in computer technologies. If there is anything that we can learn, Intivix is right there to help us.

Intivix has been with us for such a long time – Intivix is like family. It's a tight crew. Everybody all works together. It's like at Italfoods, where we are like a family. We've all grown together.

**– Rafael Zabaljauregui, IT Administrator, Italfoods, Inc.**