

## Mirazon Powers Secure Growth for a Leading Labor Union

Mirazon provides United Food and Commercial Workers Local 227 (UFCW 227) with end-to-end managed IT services. Initially, Mirazon modernized UFCW 227's infrastructure, secured remote access through multifactor authentication (MFA), supported an office relocation and streamlined operations. Over nearly 10 years, Mirazon's responsive, communicative approach delivered stability, security and confidence for the labor union.

Client	UFCW 227
Location	Louisville, KY
Employees	11 -50
<hr/>	
Engagement	Aug 2018 - Ongoing
Services	Managed IT, Cybersecurity, IT Strategy

## The Situation

UFCW 227 is a labor union representing retail, grocery, food-packing and manufacturing workers in Kentucky. The organization needed to modernize its aging infrastructure, enhance security and streamline support across the operation.

**With these challenges in mind, Mirazon and the client focused on several key goals:**

- Upgrade IT infrastructure for stability and scalability
- Improve data security, including remote access
- Deliver user support and stabilize daily operations
- Assist with office relocation and ongoing IT needs



***"Top notch IT service and support! We've trusted them with all of our major upgrades for years and have never been disappointed. They are always looking to find the solution that will work best for you, not what's most expensive or best sponsored .... I've always felt valued and heard as a customer and love knowing no matter what comes up I've got talented, knowledgeable people to reach out to!"***

# The Solution

**Infrastructure cleanup & upgrades:** Mirazon installed new firewalls, switches and wireless access points to create a faster, more reliable foundation.

**Enhanced security controls:** Multifactor authentication (MFA) was implemented across all users, along with strengthened firewall and network policies to protect sensitive union data.

**Office relocation planning & execution:** During the office move, Mirazon coordinated the IT infrastructure cutover, pre-staged equipment and minimized downtime so staff could resume work immediately in the new space.

**Comprehensive managed services:** The partnership evolved into full co-managed IT support with proactive monitoring and timely response to ad hoc project needs.

**Clear communication & responsiveness:** Throughout each engagement, Mirazon maintained consistent updates by phone and email, meeting tight deadlines and adapting quickly when challenges arose.



## The Results

### Security & Reliability

Mirazon's modernization efforts created a more secure and resilient IT environment. The implementation of multifactor authentication (MFA), new network infrastructure and managed security services helped protect union data and reduce the risk of downtime or intrusion.

### Operational Efficiency

Through ongoing managed services and proactive monitoring, the union's IT team now spends less time troubleshooting issues and more time supporting member-facing operations. System reliability has improved across all locations, keeping day-to-day work running smoothly.

### Client Satisfaction

UFCW 227's IT director praised Mirazon's responsiveness and long-term partnership, noting nearly a decade of dependable service and clear communication.