



201 Black Rock Turnpike  
Fairfield, CT 06825  
[www.bigelowtea.com](http://www.bigelowtea.com)

**Contact:**

**Steven Ortiz, IT Manager**

R.C. Bigelow, Inc. has produced quality teas since 1945. Based in Fairfield, CT, Bigelow Tea takes pride in its family heritage and its successful growth into one of the nation's leading producers of Green Tea, Decaf Tea, Herbal Tea, Flavored Tea and specialty teas.

**Company Goal**

*The goal of Bigelow Tea is to make sure you get the best tasting cup of tea possible. Because we think flavor is so important, we overwrap and seal each and every tea bag in a stay fresh foil packet so that all the goodness stays in until you get ready to have a cup of tea.*



## **Bigelow Tea improves network security without increasing costs by choosing CCS**

### **An Opportunity**

When RC Bigelow's antivirus and security contract was about to expire, IT Manager Steven Ortiz decided to seek out a new service provider. Not only did the current software have a long processing time and cause their machines to run slowly, it wasn't effective. (For example, when spyware was detected, it never actually deleted it from their system). Steven was seeking an efficient and reliable system that provided the advanced features that Bigelow wanted, along with the functionality that they needed. Steve decided to contact CCS for guidance after having worked on a number of other successful IT projects over the last several years.

*"The CCS technical team is great. If we have a problem, they make it their business to get to us whether they are in the office or not. They know the infrastructure inside and out, so when they're here, it's like they're home." - Steven Ortiz*

### **CCS Gets Involved**

After consulting with Tom Riggio, VP of Sales from CCS, Steve chose Symantec Protection Suite Enterprise Edition paired with Symantec Network Access Control 11.0. These products now provide Bigelow with multiple layers of protection with market-leading endpoint, messaging, web, and network security. Symantec Protection Suite also safeguards their data which is quickly recoverable in the event of failure. As a mid-size company with 5 locations and almost 300 employees, this solution is exactly what Bigelow needed.

Steve loved the idea of streamlining their infrastructure security with one purchase and one vendor for complete protection. By removing the need for more vendors, CCS was able to help Bigelow eliminate additional IT expenses. Bigelow's new service actually costs the same as their previous service but includes an array of added features, is a program that works well and is worry-free.



*“I would recommend CCS to others, not only because of the quality of their products, but because of their dedicated staff.” – Steven Ortiz*

---

*“It was a no-brainer to go with Symantec. The anti-virus and spam filtering software, network access control, and device management were all bundled together. They provided the additional services we needed without additional costs.” - Steven Ortiz*



## About RC Bigelow

Founded in 1945 by Ruth Campbell Bigelow, R.C. Bigelow, Inc. is dedicated to being a premier packer of truly fine quality teas. As a family owned and operated business, our company is guided by the following four basic principles:

**- Satisfied Consumers:**

At Bigelow, the consumer is number one. Therefore, it is essential that we provide a product that satisfies all of their expectations. Good flavor and product freshness are the prime considerations in the creations of our teas.

**- Strong Relationships:**

With our customers and suppliers we continually work to build and maintain strong business relationships. We realize that is through excellent communication and mutual respect, that we grow and prosper together.

**- Satisfied Employees:**

Recognizing that each and every employee plays a pivotal role in the success of our company, we seek to attract and retain outstanding individuals who will take pride in all aspects of their areas of responsibility, and understand the importance of cooperation among their fellow employees

**- Good Corporate Citizen:**

Our company has been, and always will be based upon strong ethical business practices and is dedicated to only the highest standard of behavior in all areas. We feel an obligation to support the local communities where we reside so as to build a good working relationship as well as to contribute to worthy local and national causes.