

# FRSTeam by Tri State

"The seconds and minutes that Anchor saves us on a daily basis, becomes time that we can use to give our customers a piece of their life back."

Suzanne Stefanelli, Co-Founder, FRSTeam by Tri State

## Business Challenges

Employees keeping files on their desktops and laptops, resulting in data sprawl

Manual process of only backing up a small portion of business files, tempting catastrophic data loss

Consumer-grade file sync solution with limited functionality and support, causing delays and headaches for employees

## Results

Business-grade file sync and share solution that serves as a repository for documents and gives employees access from any device

Continuous file syncing that doubles as a backup for all files, improving the protection and retention of data

Out-of-the-box business-grade file sync solution supported by a dedicated IT provider, reducing problems and employee satisfaction

FRSTeam (Fabric Restoration Service Team) by Tri State is a textile restoration company with a unique mission of assisting victims of disasters restore damaged textiles. Today, FRSTeam by Tri State uses eFolder Anchor to aggregate claims, invoices, and other business documents, ensuring that employees have anytime-access to up-to-date versions of files.

FRSTeam restores fabrics – fabrics that bring back memories of lives before disaster struck.



Suzanne Stefanelli,  
Co-Founder, FRSTeam  
by Tri State

“We want clients to know that we care, and that we understand what they’ve gone through,” says Suzanne Stefanelli, Co-Founder of FRSTeam by Tri State. “Our work is beyond restoring textiles, we are helping clients recover a part of their lives that they lost.”

Victims of fire, smoke, mold, and water damage that want to preserve fabrics turn to FRSTeam to restore what remains, including clothing, window fabrics, and household fabric items. Founded in 2013, FRSTeam by Tri State currently has 15 employees covering all of New Jersey, Delaware, and the eastern Pennsylvania region.

“We have a hard-working team that responds to 50-75 disasters a month,” explains Stefanelli. “Our hard work pays off because 99% of the time, we are able to successfully recover our clients’ damaged textiles.”

The growth of the business made Stefanelli realize that it was becoming difficult to keep track of all their business documents across all departments.

“For some time, employees were saving files such as claims, invoices, and scheduling documents to their individual desktops,” says Stefanelli. “It was difficult to share files and to make sure that everyone had the latest versions of documents.”

Stefanelli also realized that it was risky to have files spread across different computers. If one of the computers had broken down, been stolen, or lost, there would have been no way to retrieve the data on that machine. The company was also running a huge risk by only manually backing up three desktops to a hard drive.

While searching for a better solution for the team to store and share files, Stefanelli first adopted a consumer-grade

file sync solution. Unfortunately, problems quickly arose and technical support was slow and inadequate.

Things took a turn for the better when ACE IT, FRSTeam by Tri State’s IT service provider, suggested that Stefanelli’s team try using eFolder Anchor, a business-grade file sync solution.

Through Anchor, each team member has a desktop agent installed on their computer, allowing them to easily access, edit, and save documents. Files and folders are synced in real time to the cloud, allowing users to then access documents from desktops, laptops, the web, or mobile devices. Saving files to Anchor’s Team Share folders ensures that other team members have access to those files.

“Anchor made it easy for our staff to store and share files internally,” says Stefanelli. “And while we haven’t experienced any issues with Anchor, we know that ACE IT and the Anchor support team is always on standby to help.”



FRSTeam by Tri State helps victims of disasters restore damaged fabric items.

Not only has Anchor made it possible for Stefanelli’s team to work more efficiently, but Anchor’s continuous backup of synced files and folders gives Stefanelli the peace of mind that all of the company’s critical business files are always backed up.

Today, all fifteen employees are actively using Anchor. By giving the company a seamless way to access, store, and back up files, FRSTeam by Tri State has been able to focus on their mission of restoring personal belongings that are meaningful to victims of disaster.

“The seconds and minutes that Anchor saves us on a daily basis, becomes time that we can use to give our customers a piece of their life back,” says Stefanelli.



#### Corporate Headquarters

2340 Perimeter Park Drive, Suite 100, Atlanta, GA 30341 ■ 800-352-0248 ■ 678-888-0700  
www.efolder.net ■ info@efolder.net

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