

## Case Study

# The Furniture Gallery

Cyber-First IT That Scales with a Multi-Store Retail Business



## About The Furniture Gallery

With four retail locations across Maine, **The Furniture Gallery** has been a trusted provider of quality home furnishings for over two decades. From in-store service to online browsing and delivery coordination, the business depends on reliable, secure, and scalable IT systems to serve customers efficiently across all locations.

To maintain uptime, secure transactions, and power daily operations, The Furniture Gallery has partnered with Logically for more than 20 years. What began as a helpdesk relationship has grown into a **cyber-first, full-stack managed services partnership** supporting the company's infrastructure and future expansion plans.

## Why It Matters

Retail operations today demand more than just fast connectivity—they require **secure, resilient IT environments** that support remote access, point-of-sale reliability, data protection, and ongoing scalability.

For The Furniture Gallery, a cyber incident or system outage could mean **disrupted sales, lost revenue, and damaged customer trust**. That's why they count on Logically to proactively manage infrastructure, secure their network, and ensure operations stay online—even as the business grows.



Logically keeps our systems protected and running—so we can keep focusing on the customer. We trust them to support our business and protect what matters most.

**Bill Woodbury**,  
CFO, The Furniture Gallery

## The Challenge

With four separate locations, The Furniture Gallery needed centralized visibility and control over its network—while maintaining uptime and performance at every retail touchpoint. Specific challenges included:



Ensuring secure **VPN connectivity** between store locations and headquarters



Supporting **point-of-sale systems** and file servers with minimal disruption



Managing ongoing **hardware lifecycle, backups, and security patching**



Enabling **remote access** for staff and leadership across sites



Preparing for future **retail expansion** and digital customer experiences

## The Solution

Logically implemented a **cyber-first managed services platform**, delivering resilient, secure, and scalable support across all locations:



**Firewall management and secure VPN architecture** to protect store-to-store traffic



**Cloud hosting and backup infrastructure** to safeguard files and enable disaster recovery



**Helpdesk and remote troubleshooting** for real-time employee support across locations



**Endpoint security and patching** to reduce threat exposure



**Quarterly business reviews and technology roadmapping** to guide infrastructure investments



**Scalable services** ready to support additional locations as the company grows



When we expand, Logically is the first call. Their team helps us plan and execute every IT move with speed and precision.

**Bill Woodbury**



## Strategic Impact

- ✓ **Centralized infrastructure** supporting four stores, with future-ready scalability
- ✓ **Proactive security posture**, reducing business risk and exposure
- ✓ **Minimal downtime** across POS and server systems through real-time support
- ✓ **Improved performance and access** across cloud and on-premise tools
- ✓ **Ongoing technology alignment** with quarterly check-ins and strategic guidance

“

We've worked with Logically for 20 years. Their team is responsive, knowledgeable, and always thinking ahead. That's the kind of partner we want on our side.

**Bill Woodbury**

## Future Ready

As The Furniture Gallery continues to explore new customer engagement strategies—including digital shopping tools and store expansion—Logically remains a key partner in delivering **secure, high-performing infrastructure** built to grow with them.



## Partnering for Resilient, Future-Ready Retail

In retail, seamless operations and secure transactions are key to earning customer trust. With Logically's support, retailers can strengthen security, optimize technology infrastructure, and adapt quickly to market demands. Let's explore how we can help you deliver secure, efficient, and future-ready retail experiences.

Because Today's Threats Deserve Tomorrow's Thinking.

Visit [Logically.com](https://www.logically.com)

Call 866-946-9638

