

Case Study

A Helping Hand

The Challenge:

Our client, the operator of a not-for-profit social service agency, was having trouble with collaboration and computer reliability. With no internal in-house technical skills they were relying on a variety of sources for their computing needs, including “friends of friends” and emergency break-fix service from a variety of technical support providers. With no centralized storage and no backups whatsoever, they were also concerned about the integrity of their data, and their ability to continue serving the community in case of a critical failure. Running old anti-virus software, they were experiencing performance lags, and were often under threat from malicious software. And as a non-profit organization they were extremely cost sensitive. The key areas of concern for the client were stability, continuity, and cost.

The Solution:

CPG Systems performed a business needs analysis, along with a network and infrastructure review. The client elected to install a new server computer with a management domain. This included greater computer management capabilities and data storage areas that were in line with the organizational business structure. Remote assistance tools were put in place to allow for quicker response to any technical issues that arose, minimizing the impact on productivity and service delivery. New anti-virus software improved the performance of their workstation computers, while providing some peace of mind regarding threats. A desktop standard was developed and implemented to ensure desktop stability could be maintained. And a custom backup solution was implemented involving regular local backups for quick restore capabilities, combined with a remote backup storage for disaster protection.

The Result:

Since moving to a management domain, the organization has seen their stability skyrocket in comparison. While enjoying previously-unheard-of stability with their desktop machines, they are also seeing performance and productivity gains due to the stable platform and more efficient software. Data integrity is maintained, and they have encountered no data losses to date (as of this writing). They enjoy rapid response to issues that arise through remote assistance tools, reducing the impact and lost productivity to near-zero levels. They also have improved business continuity, with centralized storage enabling new staff to hit the ground running. And most important to them, their overall support costs have plummeted. They have more time, energy, and resources to spend on their clients; the community at large.