

Charitable Organization with 14 Locations Gets Organized and Standardized



The Situation:

A charitable organization with 14 locations had grown to the point where they felt they were in the business of managing IT because they spent so much time trying to solve security, compatibility and general IT problems at each location. Each location had different applications and hardware. This proved difficult to manage from a centralized location with limited IT staff. Managing users' access to corporate resources was increasingly challenging and end users spent too much time helping each other with their unique technology issues, which further decreased productivity and increased the likelihood of error. The organization needed to get out of the IT management business and didn't know where to begin.



mindSHIFT's Approach:

mindSHIFT met with the charity's management team and reviewed its business needs, along with the current systems at each location. After a thorough review, mindSHIFT helped them find an approach that would meet all their needs. mindSHIFT recommended a hosted desktop solution that would be easy to implement and support across all locations, while also providing secure, anywhere, anytime access to applications and sensitive data.



Results:

mindSHIFT put together a phased plan to transition everyone across all locations to a hosted desktop solution. The new solution gives end users easy access to productivity and legacy applications, as well as secure access to confidential information. The IT department regained control of their infrastructure and can now manage and support all locations, along with current and future end users. Plus, everyone is now on a standardized system, so it's much easier to support training needs and requests to use outside devices (laptops, tablets, phones). With the centralized storage, backup and data recovery, they also have a disaster recovery solution to protect their organization. In the end, they were not only able to reduce IT support costs, but collaboration and productivity were enhanced throughout the organization.

Standardization

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