

Trade Association Needs to Streamline On-boarding of New Members



The Situation:

A trade association was growing rapidly and needed a more efficient and cost effective way to manage and add users when hiring new employees and adding new members. Because they had no IT department, the association was dependent on one employee to configure new computers, get members set up on the network and support end-users once up and running. In addition, they were struggling with managing a couple of their remote marketing team members who, unlike the rest of the association, needed to use Apple® computers to do their work. The association needed a solution for provisioning, managing and supporting users, but they did not have the budget to hire a full time IT person or an expensive third party service provider.



mindSHIFT's Approach:

After deciding it was time to consider cloud solutions, the association chose mindSHIFT because of its reputation and experience helping similar organizations. mindSHIFT consulted with the board members at the association to find out their key pain points, which included a lack of IT staff and cost constraints. mindSHIFT recommended a custom hosted desktop solution where all end-user provisioning and day to day management of the desktop environment was handled by mindSHIFT. In addition to lowering costs, mindSHIFT educated the board about the benefit to their balance sheet because the hosted desktop service is accounted for as an operating expense (OpEx) vs. a capital expense (CapEx).



Results:

Within a few short weeks, mindSHIFT completely migrated the trade association to its new hosted desktop environment. The learning curve for employees was minimal, since they were able to continue to use the Windows® productivity applications they were familiar with. mindSHIFT also migrated the association's old server and all their data to a virtualized environment, reducing their IT overhead expense. As a result, on-boarding and managing users was as easy as a phone call or email to mindSHIFT whenever they wanted to add or remove local or remote users.