



Organization Profile

Seeds of Peace is an internationally recognized program dedicated to empowering young leaders from regions of conflict with the leadership skills required to advance reconciliation and coexistence. Founded in 1993, its leadership network now encompasses over 2,500 youths.

Seeds of Peace Moves To An IT Managed Outsourced Solution for Enhanced Support

Challenge

Seeds of Peace needed a more comprehensive IT solution than their IT Consultant was able to offer. They recognized they were making piecemeal decisions in respect to hardware, software, and support needs. In addition, they discovered they required more immediate resolutions to problems than her Consultant was offering. Many times there were long lapses from when the problem was discovered, and brought to the Consultant's attention, to final resolution.

Jeremy Goldberg, Director of Development, and his team decided to evaluate several options from hiring a full-time IT person, to working with a major company (DELL) with support services.

As they began to evaluate their options, their key requirements were:

- To find a comprehensive proactive solution
- Quick Response Time
- Real-time network monitoring
- Redundant, fault-tolerant infrastructure
- 24 x 7 availability
- Service Level Guarantees
- Reliable data backup.

Solution

mindSHIFT Technologies offered to manage the day-to-day operations, security, and support of their entire computing infrastructure. More significantly, Seeds of Peace took comfort in knowing one vendor would be accountable for ongoing support and any problem resolution.

mindSHIFT upgraded Seeds of Peace's internal systems to provide a greater level of stability and replaced their workstations, servers, and firewall.

“The help desk has been wonderful and the constant proactive monitoring of our system is also a big benefit.”

Jeremy Goldberg,
Director of
Development

mindSHIFT now provides comprehensive IT support services that include:

- Management of servers and workstations
- Management of software applications
- Management and administration of email
- Comprehensive network security
- Virus and spam filtering
- Redundant internet access and wide area networking
- 24 x 7 network monitoring of the entire infrastructure
- 24 x 7 help desk support for all users
- Secure remote access for mobile users and remote offices
- Nightly offsite backup of servers and workstations for complete disaster recovery.

Seeds of Peace discovered that hiring a full-time IT person would not be comprehensive enough. They also felt that working with a managed IT provider who typically supports much larger clients would probably not give Seeds of Peace the attention their users require. They didn't want their organization or users to be treated as a number in queue.

Results

Seeds of Peace ultimately concluded that mindSHIFT had the tools and personnel to offer the organization a full suite of services and support. At the same time, they conveyed an understanding of the unique requirements Seeds of Peace has and will treat them like a priority customer.

Said Goldberg, “From the very beginning, the sales team was thorough, conscientious, responsive and flexible....all characteristics that we were looking for in an outsource provider. Unlike other providers that seemed to be offering a one-size-fits-all solution, mindSHIFT took the time to understand our needs and customize our solution. Then, when the CEO Paul Chisholm showed up to learn about our organization and discuss the support they could offer, it was the final signal we needed that mindSHIFT wanted our business and would be responsive from the very top to our needs”.
