

# VISUAL EDGE IT



## CASE STUDY | COMMUNITY SUPPORT SERVICE

### **VERTICAL**

Non-Profit

### **SOLUTION**

Managed IT Services

### **THE CUSTOMER**

The customer is a community support service providing consolation, employment and health services. The customer has twenty locations and seventy-five employees.

### **THE SITUATION**

The customer experiences connectivity issues to their server causing outages and downtime. With outages and downtime, productivity is reduced and access to client files, notes and paperwork is limited.

The lack of connectivity is also impacting HIPAA compliance for this non-profit. Access to files is critical for client sign-offs needed to remain compliant.

Further complicating the customer's situation is an IT provider that requires all issues to funnel through a single point of contact creating additional administrative overhead and delays in response time for IT needs.

The customer would also like to consolidate vendor billing.

## THE COLLABORATION

First step was to diagnose bottlenecks to productivity and the issues with the current infrastructure. Second was to identify the pain points with the current support provider. And third was to gain an understanding of the customer's budget, decision process and timeline for the project.

Conducting an infrastructure assessment was key to understanding the customer's issues. We were desirable to them because we provide copiers, printers, MITS, and VoIP.

We replaced slow thin client terminals with new HP laptops to overcome lag. We introduced touch screens for ease of signature compliance eliminating print out/scan back in. Plus, laptops allowed them to quickly transition to work from home.

We also provided the Bria software app to reduce phone requirements and cut mobile phone costs.

## THE OUTCOME

The customer no longer has to chase down IT to support issues. Aniquated hardware and inefficiencies have been eliminated.

The customer now has more mobility, less downtime, less overhead, and a single provider for multiple services. They are very happy with the service and trust us to provide all things IT related.

ELIMINATED  
ANTIQUATED  
HARDWARE,  
OVERHEAD,  
AND LACK OF  
EFFICIENCY.

### → RELATED CONSIDERATIONS

83%

#### OUTDATED.

83% of office workers indicate that their technology resources, specifically computers, are outdated and/or inadequate.

2X

#### THE COST.

IT costs nearly double to fix a system that is older than four years. If it's even fixable. The average annual cost of repairing devices 4-years old or older is \$521 USD per device.

43%

#### TARGETED.

43% of cyber attacks target small-to medium-sized businesses and only 14% are prepared to defend themselves.