

# New Passages Case Study



PERFORMANCE **DEMANDED.**  
PERFORMANCE **DELIVERED.**

## ▶ BUSINESS REQUIREMENT

New Passages is a not-forprofit organization serving the mental healthcare needs of Southeastern Michigan. As reporting requirements have increased and e-mail has become part of the social fabric this group has become IT dependant.

The organization, recognizing this change, approached PMV to provide the following: competent staff to address e-mail; adequate planning for back-ups and other typical network support responsibilities; and service desk and break-fix support for on-site and remote users who seldom, if ever, work from the office location.

Another component was cost. As a non-profit, New Passages is budget constrained for support. The previous approach was one network administrator who was assigned all these responsibilities without a staff or expertise to provide back-up. New Passages needed an approach that recognized the complexity of there environment , and simplified service delivery.

## ▶ PMV SOLUTION

Route all calls through the support center where the call is either solved or escalated within PMV.

Place the desktops, laptops, and servers into our network operation center, so they can be remotely monitored for virus protection, spam, hardware failure, and other preventable outages. Deliver on-site support for users during their regular hours of operation and an off-hours emergency number for users.

## ▶ ENVIRONMENT

200 users spread across five sites including 45 remote home office users.

Support Microsoft Office, Outlook, Exchange Server, XP, Microsoft Terminal Server, Citrix, and Windows Servers.

Hardware support provided for nine servers, 130 workstations, 10 thin clients, 10 laptops, and 65 laser printers.

## ▶ PMV BENEFITS

One number to call for any IT related issue promotes accountability and greater user satisfaction.

Less downtime for business critical systems.

Envisioning sessions facilitate proper use of scarce IT funds. Spend is aligned to the organization's need.

