

United Methodist Retirement Centers of Michigan Case Study



PERFORMANCE DEMANDED.
PERFORMANCE DELIVERED.

▶ BUSINESS REQUIREMENT

In existence for more than 100 years, United Methodist Retirement Centers of Michigan (UMRC) is a not-for-profit organization delivering residential services to seniors in Michigan. They house 500 people at two sites in Mid-Michigan.

UMRC prides itself on delivering an exceptional lifestyle environment for residents. The objective is to create the most effective residential experience for the client.

Recognizing their need for support, UMRC changed the support model from time and material to fixed monthly price. This way, issues are proactively addressed and users have one number to call for all their needs resulting in greater uptime and user satisfaction.

▶ PMV SOLUTION

Single Point of Contact Service Desk that resolves 80 percent of user issues on the first call. Other issues are handled on a value based pricing model so the organization can stay within their budget.

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

90 users located at two facilities.

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

Hardware support provided for seven servers, 75 workstations, 15 laptops, and 14 laser printers.

▶ PMV BENEFITS

Best practices put in place to deliver services. Delivers outstanding reporting for UMRC to analyze and act upon.

UMRC has plan in place to reduce IT spend which they have accomplished year over year.

PMV delivers strategic and operational support.

