



Habitat for Humanity

of South Palm Beach County Relies on Flagship
Solutions Group for IT Monitoring and Management

Case Study



THE CHALLENGE

- Inconsistent IT support
- Lack of in-house skill
- Network was not reliable
- IT issues were distracting from business focus areas
- Fluctuating costs made it difficult to budget

THE SOLUTION

- 24x7x365 proactive monitoring and management
- Desktop support
- Reporting and documentation
- Connectivity/wireless support

THE RESULTS

- Errors are reduced
- Faster response time
- Problems are resolved quickly
- Ability to focus on core business
- Predictable expenses

Habitat for Humanity of South Palm Beach County (HFHSPBC) is a non-profit organization that has a vision to provide affordable homeownership opportunities for hardworking and deserving families in South Palm Beach County, specifically in the cities of Boynton Beach, Delray Beach and Boca Raton, FL.

They are building homes and communities that are giving hope and opportunity to those that might otherwise have none. Individuals are invited to apply for a home and are selected based upon their need for housing, ability to repay their mortgage, and ability to work in partnership with HFHSPBC. Since their establishment in 1991, HFHSPBC has enabled almost 100 families to achieve their dream of owning a safe, decent and affordable home.

THE CHALLENGE

HFHSPBC, like many non-profits is staffed mostly by volunteers and outside contractors. Their network hub is at their central office location in downtown Delray Beach and there are two remote retail store locations called ReStores in Boca Raton and north Delray Beach. The IT environment is set up as a Windows network hosted on an IBM System X3200 M2 server. This server runs Microsoft SBS Server 2008 and functions as the file and QuickBooks financial software server. The workstations are a mixture of Windows 7, Vista, and XP Professional. HFHSPBC is connected to the Internet through a high speed T1 line and a Cisco 800 series router.

Without a full-time staff, HFHSPBC was not getting consistent IT support for their three locations and they needed to provide better availability and a consistent level of support with a stable cost structure

*“Flagship provides
HFHSPBC with
consistent and superior
IT support...”*

THE SOLUTION

Flagship Solutions Group has provided a 24x7x365 proactive monitoring and management of the entire HFHSPBC IT infrastructure through the Service Delivery Center (SDC) maintained by Flagship. This ensures maximum system availability for HFHSPBC's IT environment which includes the entire network.

Services Provided:

1. Management of and problem support and resolution for all end user issues
2. Peripheral support for printers, scanners, smart phones and other end user devices
3. Installation, configuration and break/fix of laptops and desktops
4. Install and support standard desktop software and Operating Systems
5. Desktop Asset Management
6. Reporting and documentation
7. Assist HFHSPBC with personnel software and hardware purchases
8. Help to develop and document user policies and procedures
9. Wireless support
10. Email account management
11. Hardware RMA coordination
12. Creation and access to server files/directories
13. Solve network connectivity issues
14. Virus and malware remediation and protection
15. VPN connection support
16. Vendor management and escalation
17. Patch Management

THE RESULTS

This solution has enabled HFHSPBC to focus their resources on their core business instead of spreading themselves too thin. They now have a stable and dependable IT arm that's dedicated to meeting their specific needs in a cost effective manner. Errors are reduced, response time has decreased significantly, and speedy problem resolution has contributed to a happier and more productive workforce. In addition, they can enjoy all the advantages of the latest IT solutions.

All of this is accomplished through a regular monthly fee that covers all preventative and proactive maintenance for client machines. Since they can anticipate their costs, there are no surprises or hidden charges. They know their exact IT expense per month, and can budget and plan appropriately.

To learn more about how Flagship Solutions Group can solve your IT problems contact us at **561.208.FY11 (3941)** or go to www.flagshipsg.com.

“ ...and we always know how much everything costs. And for a non-profit, that's critical! ”

