THE JOURNEY TO THE CLOUD

Iconit IT Transitions Presbyterian Night Shelter's Productivity by 30% With Cloud Services and Forward-Thinking Strategies

Presbyterian Night Shelter

CASE STUDY:
Alexander Allen,
Presbyterian Night Shelter

LOCATION:
Dallas/Fort Worth

INDUSTRY:
Nonprofit

WEBSITE:
www.journeyhome.org

EMPLOYEE COUNT
160

THE RESULTS

- ☑ 30% Boost in Productivity
- ☑ Updated to M365
- ☑ Saved $20k
- ☑ Few Outages
- ☑ Less Downtime
- ☑ Access to Collaborative Tools
- ☑ Remote Access
- ☑ Instant Fire Sharing

ABOUT

Presbyterian Night Shelter is a nonprofit organization that has been actively providing step-up services for the homeless for more than 35 years. The organization is now the largest provider in Tarrant County, Dallas, and Fort Worth Texas communities with expanded services such as step-up services, job training, and employment opportunities for the homeless. This growth has meant expanding from just one campus with 80 staff in 1997 to three campuses employing over 160 people today, but unreliable IT solutions were causing this organization network disruptions, downtime, and lost productivity.

CHALLENGE

Remaining Productive with Outdated Infrastructure

As Presbyterian Night Shelter grew, their outdated IT infrastructure quickly became a hindrance in their ability to provide services. Connectivity between the campuses was unreliable, the ability to share files was problematic, and constant downtime was keeping employees from providing prompt and efficient services.

Unreliable internet connections slowed performance and limited the organization's ability to share data. The problem affected Presbyterian Night Shelter's productivity and decreased their capacity to interact with the services they needed to help their clients.

ASSESSMENT

Iconic IT Assessed the Problems Affecting the Shelter

Iconic IT assigned a Technology Alignment Coordinator (TAC) to assess Presbyterian Night Shelter's IT, understanding that the organization's biggest requirements were file sharing, improved security, centralized data, and updated hardware and software.

The TAC's assessment revealed that the organization's IT approach was reactive rather than proactive, resulting in unplanned downtime. Iconic also realized that the organization's outdated Exchange Server and hardware were responsible for lowering the efficiency of the network but understood that the organization was working with a very limited budget.

> " *Prior to Iconic IT, our agency, not unlike other nonprofits, did not think we could afford a quality IT solution. Bootstrapping technology in house with a minimalistic mindset was not a solution. With Iconic IT as an agency partner, our network security and reliability has improved drastically, there is less downtime and hardware failure. There's peace of mind to continue our work while utilizing dependable technology.* "
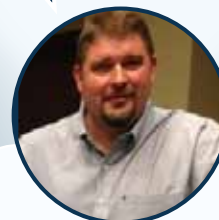
Alexander Allen
VP of Operations
Presbyterian Night Shelter

ICONIC IT

www.IconicIT.com

SOLUTION

Iconic IT Gives Presbyterian Night Shelter a Roadmap to Success

Iconic IT's strategies involved increasing connectivity to improve productivity. Some of the strategies included:

- Migrating some services, such as email and a previously localized SharePoint, to Microsoft Office 365 while keeping other applications on the server.

- Gradually replacing hardware in manageable quantities to coincide with the organization's yearly grants.

- A proactive approach of predicting issues before they start to decrease downtime and lower the organization's RHEM (Reactive Hours per Endpoint Per Month).

Iconic's future strategies will include planning for continued upgrades to services and hardware, a transition from O365 to M365, and teaching the employees of the organization to harness the collaborative power of Teams.

RESULTS

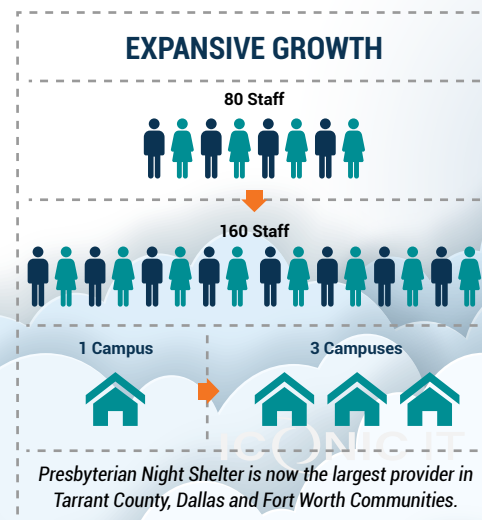**Presbyterian Night Shelter is Thriving and Enjoying a 30% Boost in Productivity**

With the transition of core services to the cloud using Office 365, Presbyterian Night Shelter is less reliant on unpredictable internet connections and enjoying streamlined collaboration with Microsoft's SharePoint and OneDrive resources.

Iconic IT's proactive approach, cloud solutions, and the gradual replacement of assets has saved the organization $20k and boosted productivity by 30%.

Presbyterian Night Shelter's partnership with Iconic IT has increased its capabilities and provided the updated infrastructure, instant file sharing, and reliable services that have allowed the organization to grow and thrive.

30%
Boost in Productivity

EXPANSIVE GROWTH

80 Staff

160 Staff

1 Campus   **3 Campuses**

Presbyterian Night Shelter is now the largest provider in Tarrant County, Dallas and Fort Worth Communities.

$ **$15,000-$20,000**
SAVED
in licensing and equipment

Curious How Iconic It Can Save You Money?

email us at **ask@iconicit.com** or visit **https://www.iconicit.com/free-consultation**