



CenterBeam Brings IT Peace of Mind to the Archdiocese of Miami Chancery

>>> The Challenge:

Provide a cost-effective solution for maintaining and upgrading a nonprofit's IT infrastructure while improving accessibility and ease of use.

Two key factors had reached critical mass:

- 1. IT limitations were negatively impacting staff productivity.*
- 2. The cost of system corruption or collapse would have been incalculable.*

Contrary to what most casual observers might believe, there is very little difference between commercial companies and religious or other types of nonprofit organizations when it comes to keeping pace with the breakneck speed of IT. These nonprofit organizations, for example, operate with fewer resources for infrastructure maintenance, upgrades and staff training, but they face the same difficulties and challenges as a Fortune 500 company when day-to-day operating problems reveal weaknesses of their existing IT system.

This was the case with the Archdiocese of Miami. Its IT capabilities were well designed and robust when originally implemented, but had been gradually stressed by complexities such as explosive e-mail and Internet use, spam, viruses, on-demand applications, remote users and the geometrically increasing memory requirements of all types of media files. Spam and virus threats alone were demanding such inordinate amounts of the IT staff's attention on a day-to-day basis that there were not enough resources left to address other important system details. For example, the amount of electronic data generated by the 115 staff members was overwhelming the existing back-up protocol, leaving the organization more vulnerable to predatory intruders or catastrophic system failure.

The Cost of a Compromised System Became Too Great

Eventually, two key factors reached critical mass: 1) IT limitations were negatively impacting staff productivity; and 2) the cost of system corruption or collapse would have been incalculable.

Within the Archdiocese administration, there were initial concerns that outside consultants would use excessively complex and expensive remedies to address the IT problems. However, those concerns were put to rest by initially rolling out solutions only to selected departments and by choosing from CenterBeam's unique selection of a la carte services. Taking into account the particular economic needs of mid-size organizations and providing best-in-class tools, CenterBeam allows a unique approach to be tailored for each client rather than forcing them into predetermined solution packages. (Service modules are also reviewed on an ongoing basis and can be adapted to the demands of current operating conditions.)

As always, CenterBeam's goal was to provide the best possible IT management, administration and support so that the Archdiocese could devote the majority of its resources to its core mission and activities within the church and the community. The first step toward accomplishing this was to conduct a comprehensive analysis of the existing system in order to achieve the following:

- Determine what elements needed immediate attention,
- Evaluate the needs of individuals using the system,
- Assess what adjustments to existing components could provide appropriate performance enhancements; and
- Decide what, if any, structures needed a complete overhaul or replacement.

Seamless Implementation, Flawless Functionality

The world may have been created in seven days, but once the initial assessment was completed it took just one weekend to transition the three Archdiocese pilot departments to CenterBeam's IT management, administration and support services. When staff returned on Monday, they were greeted with a stable, efficient system that provided connectivity between departments and applications, as well as expert technical support. Additionally, a new layer of security was in place that launched automated daily backup for all workstations, as well as for their servers several times every hour.

After a one-year trial period that included an improvement in staff productivity and successful trials of the organization's new 24x7 help desk support and "restore from server" feature, the decision was made to roll out CenterBeam across all Archdiocesan Chancery departments.

A Comprehensive Solution Performs Miracles

The Archdiocese now has centralized mail and scheduling (via Microsoft® Exchange), PC management, remote PC backup, access to a 24/7 help desk for user support, server management/monitoring and network device management. As a result of relying on CenterBeam for provisioning and maintaining this constellation of services, the organization is once again able to devote its full energy and attention to the details of its core mission.

About CenterBeam

CenterBeam is a leader in IT outsourcing, providing clients with superior strategies for managing basic technology infrastructures. Technological expertise and solid partnerships with industry leaders to provide clients with compelling economics and access to a profound depth of knowledge, both specifically designed for the mid-size market. CenterBeam enables client IT services to be stronger and more secure, which allows personnel to focus on core business activities and increase productivity.

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