

Savid Technologies Case Study

“Reliable. Comprehensive. Knowledge. Delivered.”

Sertoma Center Case Study

Sertoma Speech & Hearing Center

With offices located in Palos Hills, Homewood, and Romeoville, The Sertoma Center can assist with hearing and speech related needs across the Chicagoland area.

www.sertomacenter.org

Problem

- Limited internal IT resources and high cost of external resources
- Lack of proactive maintenance causes intermittent outages
- Outages cause low productivity and missed deadlines

Solution

- Savid's Proactive Maintenance provides one-stop solution for all technology needs
- Lower cost compared to per hour on-site services

Resolution

- Sertoma can now rely on technology and continue to grow their business
- Increased productivity
- Piece of mind knowing they have IT resources available whenever they are needed

Specializing in helping people of all ages with speech and hearing impairments, the Sertoma (SERvice TO MAnkind) Speech and Hearing Center is a nonprofit, United-Way supported organization. Sertoma Clubs in Illinois and Wisconsin also support the Center by donating funds for its operations. The Sertoma Speech and Hearing Center offers diagnostic testing, therapy, and education to anyone regardless of their financial circumstances. The Center treats a wide variety of communication disorders that include hearing loss, stroke, Parkinson's disease, stuttering, and autism. For high-noise industries, The Center also offers occupational-hearing conservation programs as mandated by OSHA.

A nonprofit and self-sufficient organization, Sertoma Speech and Hearing Center depends on its information technology infrastructure to keep track of customers, contact donors and sponsors, and operate equipment that tests and analyzes hearing. With a team of dedicated speech pathologists and audiologists concentrating on aiding hearing and speech impairment, fulfilling technology needs was a challenge for a small business with limited resources. Problems surfaced which impeded the critical work of Sertoma Center and Dr. David J. Rompala, Executive Director at Sertoma, became very familiar with the increasing demands of the technology infrastructure. “Computers would mysteriously and sporadically lock up, networks would jump up and down, email services would disappear, and printers would stop functioning,” says Rompala. A lack of consistent antivirus updates made computers ripe for attacks from viruses, spyware, and spam, making operations sluggish and prone to data loss. But dealing with these problems was unavoidable. “Enduring the headaches and hindrances of technical bugs is a necessary evil”, explains Rompala, “technical software and hardware are essential to the operation of our business.”

PROBLEM

As a small business with limited resources, it would be unjustified to hire a full-time IT technician to service the intermittent technical problems. For a time, Sertoma Center succumbed to paying high

hourly rates to technology consulting firms to step in and solve IT problems as they arose. “Because of high costs and the trouble of finding and contracting outside help, sluggish operations plagued the company at times,” says Business Manager, Roy Werner. Furthermore, without ever knowing the necessary IT maintenance expenses per month, Sertoma Center could not confidently budget its resources and grow as a business. Rompala says, “The chaotic experience of working with information technology hindered progress, lowered morale, and created a fear of technology.”

SOLUTION

The solution came in the form of a service and maintenance package from Savid Technologies, an IT consulting and security service provider. Savid understands that all businesses have different needs and offers cost-effective technology solutions to accommodate the specific needs of a client. By utilizing its extensive information technology background and expertise, Savid gives businesses relief from worrying about their technology infrastructure.

The maintenance package provided a one-stop solution to all the technical needs of a small business like Sertoma Center. A flat monthly fee, based on the number of computers serviced, insured that all computers were running smoothly and any spontaneous malfunctions were quickly addressed and resolved by Savid's available team of specialists. For Sertoma Center's 30 workstations, Savid regularly optimizes desktops, updates antivirus software, removes adware and spyware, and manages software licenses and assets. Log file maintenance, performance and service availability monitoring, and patch management is used to preserve the health of Sertoma Center's three servers. And Sertoma Center's network is maintained with router, antivirus, firewall, and asset management, as well as web hosting support.

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By proactively installing and updating antivirus software and removing spyware and adware, Savid prevents problems that interfere with Sertoma Center's work from erupting. And if problems do arise, Savid provides unlimited phone and remote control support to help Sertoma Center fix the problem as soon as possible. Savid's maintenance package is paramount to Rompala and the efforts at Sertoma Center, "Any time there is a problem, no matter how big or small, we know that it is only a hiccup; Savid will swiftly respond to provide a solution and allow us to continue to operate smoothly."

Additionally, Savid conducts a technology audit – a collection of information about the set up and configuration of the technology infrastructure of a business. It contains detailed information on network design, IP addresses, software licenses, hardware and software support contracts and internet connection information. The data is updated regularly and is collected into a Savid Book so that businesses have the specific information on their IT infrastructure, current and available, in order to determine decisions in the future growth of the business.

Most importantly, Savid's maintenance package gives the audiologists at Sertoma Center peace of mind. "With all our IT concerns being taken care of, without unpredictable dilemmas and expenses, we are able to refocus our energy back to where it belongs – aiding the hearing and speech impaired," says Rompala.

RESULT

Now Sertoma Center's systems are running smoothly and its employees are seeing real benefits of information technology as a tool to improve their business, rather a necessary evil that must be endured. "We have started using a customer relationship management system to better communicate with our customers. We never dreamed this kind of efficiency was possible before," says Roy Werner. Marketing and advertising information is conveniently stored in databases for easy access and comprehension. Software is used to keep track of sponsors and donators to gain the necessary funds to operate this nonprofit organization and help it grow. "Savid's maintenance package allows us to maximize the potential of our technology so that our business can overcome challenges, meet expectations, and grow."

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