ENVIZION IT

(616) 741-1144
www.envizionit.com
contact@EnvizionIT.com

ARCHITECTS OF COST EFFECTIVENESS

Client Spotlight:
How Envizion IT Helps Kids Hope USA Impact Kids' Lives Across the U.S.

Poverty. Crime. Domestic violence. These are some of the hardships faced by millions of children in America. But despite their best efforts to make a positive impact, Kids Hope USA found their growth being arrested by lousy I.T. support. Keep reading to discover how Envizion IT helped them finally achieve their vision.

Who Is Kids Hope USA?

Founded in 1994, **Kids Hope USA** is a non-profit organization devoted to the welfare of children. Over the years, they have grown to become the largest faith-based organization in the United States, operating in 37 states and over a thousand schools.

Twenty-five years ago, their founder noted the various challenges faced by children from vulnerable communities in Michigan. Racism, death, or incarceration of a parent, social awkwardness. These are just some of the situations that could prevent a child from performing well in school. And so he looked for ways he could make a difference.

Following his research, he concluded that the best way to impact these children's lives is by assigning mentors.

How Does Kids Hope USA Leverage I.T. to Reach Out to Kids?

Next, they needed to decide who was going to do the mentoring? After some consideration, they finally settled on the church-school partnership model. The church appoints a director to lead and manage the program, and act as the link between them and the school. The church also recruits, screens, and trains the mentors. On the other hand, the school provides the mentoring space, refers students, and collects their guardians' permission.

Kids Hope USA provides a turnkey structure designed not to eat into the time of the church or school staff. They also offer comprehensive director and mentor training via their protected web portals on their websites and continual learning opportunities like webinars.

What I.T. Related Challenges Did Kids Hope USA Face Initially?

From their establishment 25 years ago up until recently, Kids Hope USA only served Western Michigan. But as they began scaling up their operation, several tech-related issues started to crop up.

Prohibitive Infrastructure: Initially, they had an on-premise server and limited internet connectivity at their head offices. Slow VPN connection for those accessing servers remotely prompted in off-site employees saving everything to their P.C.s. Consequently, implementing and upgrading these PCs and keeping them connected to the domain becomes a nightmare.

Unreliable I.T. Solutions: During their relationship with their previous I.T. services provider, Kids Hope USA had begun to move some data and software to the cloud. However, their long-term I.T. partner could not provide the solutions they required, like switching to a VoIP system. Despite paying a monthly flat-rate, unreliable solutions ensured their overall I.T. expenses remained high.

Lack of a Unified Strategy: Their former I.T. partner was not prepared to meet their increasing I.T. demands.

ENVIZION IT

How Envizion IT Helped Kids Hope USA Upgrade Their Tech?

Together, we developed a strategic plan based on their growing I.T. demands. Everything had to be moved to the cloud so that off-site employees and partners could have a similar user-friendly experience. To optimize their I.T. spending, they switched to paying for only the services they used. The plan involved implementing three key projects:

We Helped them Lower Their IT Spending: Thanks to our unique, lean IT model, Kids Hope USA now spends 30% less while still accessing state of the art technology.

We Migrated Their Email to Office 365: This eased communication as it can be set up and used on any device.

We Moved Data from Their File Server to SharePoint: This ensures critical documents are saved in a central location.

We Implemented a Suitable VoIP Solution: We replaced their previous VoIP system with a more functional and cost-effective solution.

We Began Documenting and Standardizing Processes: For example, whenever they brought on a new employee or somebody left to help reduce wasted time and energy.

We Implemented Pareto Support Ticket System: This helps to track the time and frequency of tickets and determine whether a project is worth pursuing.

We Created Set Service Level Requirements: Implementing set escalation levels and defining recovery time and point objectives.

Looking for a Reliable I.T. Partner in Zeeland, Michigan?

Envizion IT takes a unique approach to I.T. services and support. As your technology partner, we will sit together and discuss your needs before charting the way forward.

Contact us now to get started.