

# CUSTOMER SUCCESS

## THE CUSTOMER



The Bess and Moe Greenberg Family Hillel Lodge is a publicly-funded long-term care facility located in Ottawa, Canada. Its mission is to meet the needs of seniors who can no longer live on their own by providing care and support services in a traditional Jewish environment. In 2011, it expanded its lodging to 121 long-term care beds and is currently located on Ottawa's Jewish Community Campus. Open since 1965, the facility provides a wide range of programming to the community.

## THE CHALLENGE

With only a part-time internal IT resource, Hillel Lodge recognized the need to seek out IT expertise to help them move forward with stability and security in mind. They wanted a partnership that could help them establish a long-term strategy to modernize their technology environment and adopt IT best practices to support their senior care community.



## THE SOLUTION

Fully Managed was happy to establish a strong IT relationship with Hillel Lodge – one that is driven by strategy and long-term technology planning. Our Virtual CIO (vCIO) service is designed to help organizations lacking internal IT teams, to strategically plan and successfully roll out technology initiatives that support business operations. Through IT assessments, collaborative discussion and proactive planning, the Fully Managed team and Hillel Lodge were able design a technology strategy that works.

We proposed a re-think and revitalization of Hillel's physical IT infrastructure – a strategy designed to introduce additional technology best practices in order to enhance security and efficiency. With the new IT roadmap, Hillel would derive even greater benefit from the network monitoring, routine maintenance and 24x7 IT support, already in place with Fully Managed.

## THE RESULT

Since Fully Managed and Hillel Lodge began implementing the new technology plan over the last year, there has been a dramatic decrease in the number of IT support tickets from the facility. “When any new technology or IT process is introduced, that can cause an uptick in support requests,” says Fully Managed vCIO Pat Kitchen. “Seeing a reduction over time is natural when people become accustomed to changes, but a decline in tickets also means that an environment is more stable – which is what we all want to see!”

The team at Hillel Lodge is continuing to implement new components of the long-term technology plan and are now able to prioritize upgrades and improvements more effectively. The facility is currently considering a move to the Cloud, with hopes to further improve security, efficiency and collaboration.



“Fully Managed has helped us modernize the technology we use to support our facility, our staff and our residents. Their team really listened to our challenges and has helped guide our IT strategy and put things in place that make sure we are operating with efficiency and security. We still have plans to do more and know that Fully Managed is with us every step of the way.”

– Ted Cohen, CEO

