



Case Study

DirectPointe Helps Region Ten Connect Virtually

Region Ten

The Challenge

Region Ten needed to replace an antiquated network system, update licenses, and find an IT service provider that would be a reliable, long-term fit for the company. These changes were quickly adding up to substantial upfront costs. They knew they had to make some immediate changes to meet industry compliance standards, to reduce overspending due to a high number of support calls, and to eliminate unproductivity due to failing systems.

The Solution

DirectPointe built a solution that would fit Region Ten's budget constraints and included deploying vWorkspace, a virtual, HP Blade desktop solution. This virtual computing environment allowed Region Ten to significantly consolidate licensing and hardware costs and also gave them IT support services for a consistent monthly fee.

The Result

Region Ten now receives centralized IT management, has an IT architecture with increased security and flexibility, costs are reduced, and users can easily be added to the network as they grow because of the unique virtual desktop environment.

As companies grow and technology demands increase, they face a number of issues including upfront hardware and software costs, connecting remote employees to the network, security threats, and finding IT support personnel to manage complex IT demands to name a few. Putting the right IT structure in place that will provide the ability to easily add new technology with company growth is always a challenge, especially when facing budget restrictions.

Region Ten

Region Ten, a non-profit organization, is part of a state-wide network in Virginia that provides mental health, intellectual disability and substance use services in the local community. The company provides services in 4 different counties with 37 locations. Having multiple locations made it crucial for Region Ten to centralize their hardware and data into one location to reduce costs, mitigate security risk, and continue to have the IT resources to provide the best health services possible.

The Challenge

David Schullery, Director of IT Services for Region Ten, was brought in to the company in January of 2009 to fix, upgrade and manage a very disparate and pieced-together network. Schullery faced budget constraints that would limit updating dozens of software licenses – which would help the company to meet rigid healthcare HIPPA compliance standards. Antiquated hardware was causing system failures and an overwhelming number of support phone calls daily. Region Ten needed to partner with a trusted IT services provider that could understand what the company needed and could help them operate and collaborate better from each remote location.

“Every IT company we spoke with wanted to come in, build a network and leave. I had never heard of subscription IT services, so these type of services initially weren't our

first choice,” commented David Schullery. “However, I quickly realized that we couldn't afford to bring on a full, in-house IT support staff. We also didn't have time to train this type of staff. I knew I had to find another option.”

Enter DirectPointe

Schullery began exploring other options. He knew he needed to find a company that could accurately assess the state of Region Ten's current hardware and services and could also help create a solution that would fit into their budget. With Region Ten's complex environment consisting of multiple locations and their unique healthcare applications, he would need to find a company with a wide array of experience to make it work for them.

“I found DirectPointe through the internet, and it looked like they provided the exact type of IT services and assistance that we needed. Our network was a mess, our server room was unmanageable, and we only had one internal IT person helping with all network and employee computer issues – for all locations. We were overwhelmed to say the least,” said Schullery.

DirectPointe worked with Schullery to construct a virtualized solution that would immediately cut costs by reducing licenses and hardware requirements. Since many of Region Ten's employees shared computers, moving to a virtual environment made sense. DirectPointe was able to install HP Thin Client desktops, which are basically access devices into HPs Blade PCs and house the end-user information at DirectPointe's data center. With all employee data centralized to the Blade PCs, Region Ten employees could now remotely access their applications from anywhere in the world and from any computer access device - as long as there is an internet connection. This also meant a huge reduction in license costs since applications are not used by all employees at all times.

“As a result of using DirectPointe’s services and expertise in virtual technologies, our support calls are now almost non-existent, we are HIPPA compliant, and our application licensing costs are down 90%. We love that we have an IT solution that allows us to pay as we grow and helps me to accurately predict all IT expenses moving forward.”

- David Schullery
Director of IT Services
Region Ten
Charlottesville, VA

Consolidated Architecture Delivers Advantages

DirectPointe is now managing 120 Thin Client desktops for Region Ten, has reduced their software licenses to 25 total, has standardized the hardware which allows for better compatibility between offices, and DirectPointe pro-actively monitors Region Ten’s virtual PCs and servers to provide ongoing support for these devices. Since Region Ten has moved to a virtual model with a standard computing image, fixing an issue – such as a virus - for one end-user fixes the issue for all users. Most maintenance, updates and repairs can be performed remotely instead of jumping into a car and making on-site visits.

“By making the move to a virtual solution, we have not only drastically reduced costs, but we have also centralized our data to one location providing us with greater security of our critical data,” said Schullery. “Using a Thin Client environment for our employees also means that we won’t have to replace hardware as often and only have to add software licenses as we see we are reaching capacity.”

Using a Partner with Virtualization Experience Was the Key

DirectPointe knows that no two IT environments are the same, which is why they knew it would be crucial to help and support Region Ten employees in adjusting to the new technologies. DirectPointe recognized the need for some adjustments to better support the end-user experience, so they continued to work with the Region Ten team to engineer a second version of the virtual desktop solution. DirectPointe’s ongoing services and their unique solutions made this possible.

“Thin Client desktops have a lifecycle of about ten years; this allows us to further leverage our investment in this technology and to recognize the long-term cost savings with DirectPointe’s ongoing maintenance and support,” Schullery highlighted. “Once we knew DirectPointe was a fit and we saw what they could do, we made them a partner and we will work with over the long haul. I told DirectPointe ‘here is what I need and here is our budget,’ and they tailored a solution to meet our needs; this is what truly makes this type a solution a success.”

About DirectPointe

DirectPointe, Inc. provides U.S.-based IT outsourcing solutions that make technology simple, manageable and affordable for customers located in all 50 states. For a predictable monthly fee, customers can choose from customized IT outsourcing solutions or a managed service solution to complement an existing IT infrastructure.

DirectPointe also has one of the nation’s most comprehensive MSP offerings through its technology platform and advanced managed services for VARs, service providers, broadband service providers, and hardware manufacturers offering IT services for small- to medium-size businesses.

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