AllTEK services

SOLUTIONS & SUCCESS
THE INSIDE STORY

HOPE COUNSELING

Company & Location	Hope Counseling
Industry	Mental Health Services
Case Study Respondent	Dr. Sally Stader, Psychologist & Clinical Director

Hope Counseling offers a range of mental health services. As an out-patient mental health services clinic, they provide therapy and counseling for individuals and groups, as well as forensic psychological services, including evaluations for the court system (custody and child-related issues, social security disability, and vocational rehabilitation).

Server Replacement And Management

Challenge

Servers are the backbone of an IT environment. The degree to which they are maintained can have a major effect on the user experience. In 2019, the staff at Hope Counseling knew they needed to upgrade their server, and started looking for an IT company that could help. "We found that we were going to have to get a new server because ours was old, and we also needed a new operating system, we had to go to Windows 10," says Dr. Sally Stader. "Because of those two pressing issues, we had to find a service to help us with all that. We interviewed four different companies, and were really impressed with Alltek, and decided to go with them."

Solution

After interviewing a number of IT companies in the local area, Hope Counseling decided to hire Alltek Services. Their personalized service touch, and innate understanding of HIPAA and other healthcare IT priorities, made them the clear choice.

"From the outset, I felt that they were really trying to understand our business," says Dr. Stader. "In those initial meetings, we talked about where we were then, what we didn't have, what we needed, and where we thought we were going in the next five years.

Alltek had served medical-related business, which we are, so they knew all about the HIPAA requirements we have to meet. They knew what we were talking about when it came to security and privacy. That was very helpful."

Alltek Services also provided clear and easily-understood insight into the state of Hope Counseling's network. The Alltek Services team made IT easy to understand, refraining from using industry jargon or overly technical language.

Result

Alltek Services planned and oversaw Hope Counseling's server and operating system upgrade. Thanks to their careful planning, the upgrade process went quickly and smoothly, resulting in little unnecessary downtime.

In the process of updating the server and operating system, Alltek Services carried out a range of vital IT enhancements:

- Oversaw the migration of all devices to Windows 10 Pro, including the staff's Bring Your Own Device (BYOD) devices.
- Migrated one of their primary Line Of Business applications so that it was no longer locked down to just one server. Now their staff can access it on each workstation.
- Secured their new IT environment by implementing endpoint protection for all devices.
- Migrated their email to Microsoft 365, starting an ongoing adoption organization-wide of the full suite of Microsoft apps, such as OneDrive, SharePoint, and Teams.

"Because we don't have to worry about our server, our migration, all the stuff that we went through, we can now look towards building," says Dr. Stader.

Responsive IT Support

Challenge

Like any business, Hope Counseling is immediately affected by problems with their IT. It's such a crucial part of their operations that even a small problem or occasional lag can have considerable effects. That's why they need quick and effective support from their IT company.

Solution

Alltek Services provides responsive, effective, and personal support for Hope Counseling. Employees don't have to worry about waiting for hours for a response or having to explain their problem to an IT technician they've never talked to before.

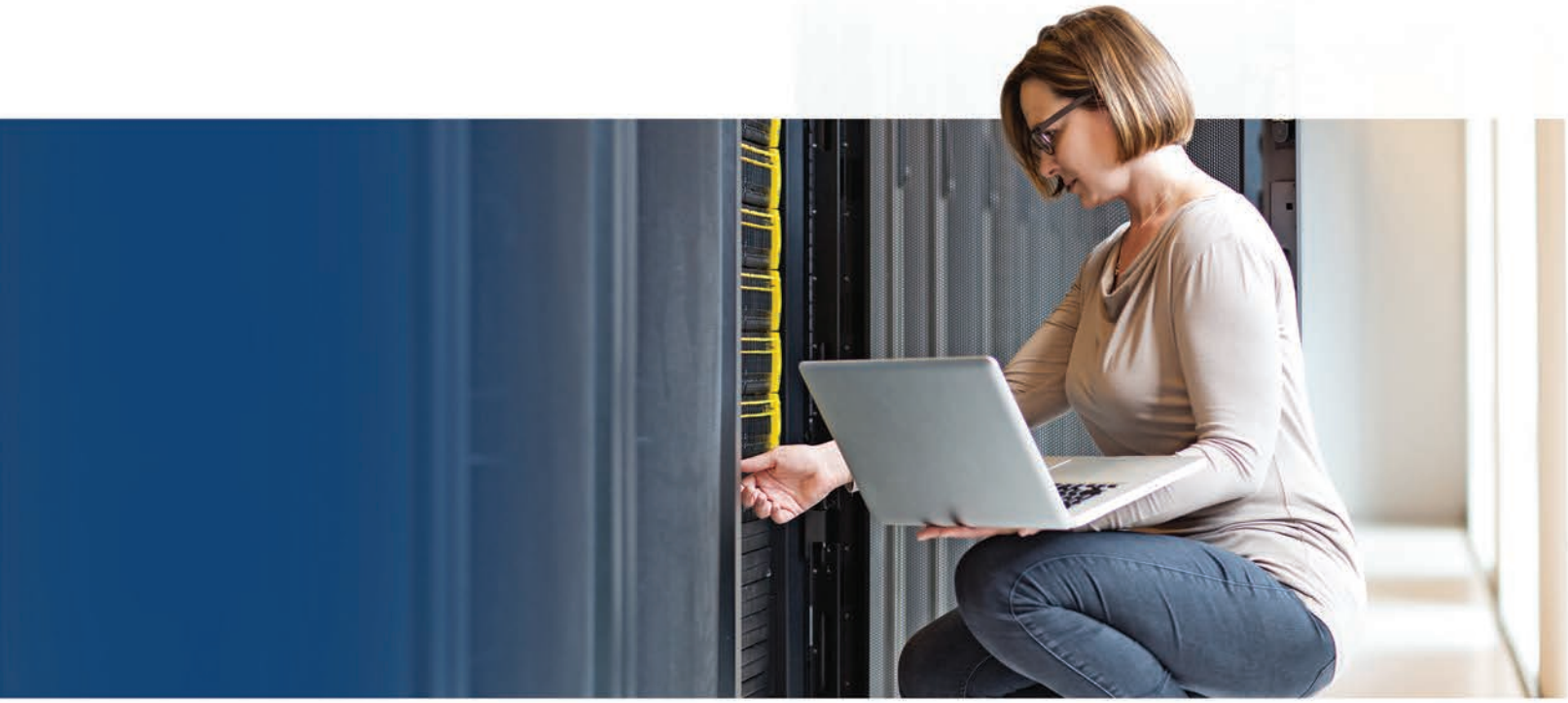
"We call and we get somebody right away," says Dr. Stader. "They help us, or they say, 'you know, I'm going to have to turn this over to someone else'. They send us an email, so I know they're taking care of the problem."

Result

Hope Counseling enjoys quick and effective support, delivered in whatever way they prefer. Whether it's by email, on the phone, they get the support they need, when they need it.

"The helpdesk is awesome," says Dr. Stader. "There's never any question that they've heard us and will get back to us. We know when we make a call that it's going to be answered."

To this day, Alltek Services provides ongoing Managed Services for Hope Counseling's server, workstations, and Office 365 environment. Alltek Services oversees the backup of their server, both onsite and offsite, securing data in three different locations. They also provide spam filtering, help desk services, proactive maintenance and alerting, and endpoint protection.



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Remote Work During The COVID-19 Pandemic

Challenge

IT resources have never been as important as they are now during the COVID-19 pandemic. In order for organizations to stay connected and productive while working remotely, they need the right technologies and processes in place.

Unfortunately, due to how quickly the pandemic developed, many businesses were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

Fortunately, Alltek Services had already completed the necessary upgrades to Hope Counseling's IT environment before the pandemic became a global concern. They were able to complete those changes before the pandemic affected their operations.

"We had just finished our server migration before this whole COVID-19 thing hit," says Dr. Stader. "A lot of our psychologists are remote, they go to various locations throughout the state to provide evaluations, so we had to have a way to connect with those folks remotely. Our new server and processes helped us do that much better than we were doing before."

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> - **Dr. Sally Stader,** Hope Counseling

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