

Prescient Solutions' Help Aspire Solve Disjointed IT Issues



Aspire, a charitable non-profit organization for those with developmental disabilities engaged Prescient Solutions as their new IT partner to correct and rebuild a failing IT environment.

problem

Aspire's previous IT partner was responsible for a plethora of systems including aging server hardware, antiquated camera systems, and confidential patient data. However, their deployed strategies were not optimal for efficiency, nor did they line up with industry standard best practices according to Sharon Lawrence, the Chief People Officer of Aspire. The organization was suffering from drastic downtime, displaced data, and costly unorganized bills.

As a large non-profit organization, Aspire manages an extensive amount of data. Instead of a seamless and streamlined approach, they were suffering from inconsistency. Their current software was very disjointed and haphazard. Instead of making business procedures more efficient, the team was experiencing numerous issues with its hardware, internet service providers, and data security.

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Sharon Lawrence
Chief People Officer, Aspire

solution

After Prescient Solutions reviewed the drastic condition of Aspire's current IT environment, they had to rebuild the entire IT infrastructure from the core. From security cameras, access control systems, and building alarms, to network upgrades, docking stations, and hardware service contracts, Prescient built an environment that was optimized both internally and externally.

Aspire currently provides 23 community homes across Cook and Lake County, each with their own technology needs and requirements. Prior to Prescient, Aspire was receiving 2-3 separate Comcast bills for each home. Thanks to Prescient Solutions' vendor management and standardization efforts, Aspire is now receiving 1 Comcast bill for all of their community homes and career academies. As a result, Aspire is now able to leverage a significant multi-location discount that goes directly to their bottom line.

Prescient's newly integrated systems allowed Aspire to resolve old technology issues, which were costing them a fortune. One of the many helpful upgrades was the implementation of RingCentral. It banded all incoming and outgoing calls making the process uniform and easy to use. Now employees can reach others across the organization with ease.

In addition, Prescient also implemented a help desk ticketing system that allows the ability to monitor all issues and responses in one place. All tickets issued and resolved within this system provide important data that helps Prescient precisely track progress and eliminate reoccurring issues.

benefits

One of Aspire's most highlighted benefits was its overall cost savings. Mismanaged IT is now becoming an increasingly evident problem for non-profit organizations, but Prescient Solutions brought structure, best practices, and decades of experience to an organization in despair. This structure unified many IT systems and processes while increasing reliability and decreasing costs.

Overall, the leadership at Aspire is amazed at how the Prescient team was able to turn things around in such a short amount of time. Eric Datwyler and Anthony Tribuzio, who were responsible for leading the Aspire transformation, made some vital decisions to ensure that Aspire's data and equipment were truly owned by Aspire instead of their prior vendor. This required Prescient to make quick, well-planned relocation efforts to ensure the prior vendor could not cause harm or disruption.

Aspire's new help desk solution, along with high-speed fiber internet in its facilities, consolidated billing, and impeccable vendor management allows for an unmatched user experience both internally and externally. Sharon spoke highly of Prescient Solutions, as she states, "Prescient Solutions brought structure where there was none. They have an incredible work ethic, and they are a great partner."

