

Case Study

non-profit

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Girl Scouts Heart of Central California

Enhancing information mobility for a busy non-profit organization

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Pat Maneely,
assistant vice president
of support services,
IT and properties



ABOUT THE CUSTOMER

Girl Scouts Heart of Central California (GSHCC) serves nearly 28,000 girls and 10,000 volunteers in 18 counties. GSHCC's program center is located in Sacramento, with additional offices located in Stockton, and Modesto.

GSHCC staff members, under the direction of the chief executive officer, work in partnership to deliver on its vision to be the premier leadership development organization for girls and support services to adults. More than 70 full-time and 40 part-time employees are responsible for GSHCC's operations in membership, outreach, adult development, marketing and communications, shop sales, program, properties, business services, finance, fund development, and human resources.

CHALLENGE

For many years, GSHCC's IT infrastructure was supported by an in-house staff member. As the organization grew, IT support needs became too extensive and complicated for the staff member to handle competently. With a multitude of issues—from network downtime to corrupt files—hampering information mobility in the organization, it became clear that a better IT support solution was needed.

"Our computer problems and server problems just kept mounting," said Pat Maneely, assistant vice president of support services, IT and properties for GSHCC. "For example, if someone misplaced or lost a document, it often couldn't be retrieved. And to add to the frustration, our servers would crash several times a day. Our internal IT staff didn't always have the time to back up the data or take other proactive steps to ensure the integrity of our network. So we decided it was time to outsource our IT support."

CHALLENGE

- Achieve reliable and proactive IT services
- Upgrade aging IT infrastructure in a cost-effective way
- Plan for continuous improvement of the organizations information mobility

SOLUTION

- Outsourced solution with Ricoh proactive managed IT service
- A strategic, cost-effective upgrade of the IT environment
- State-of-the-art VoIP and enhanced digital document workflows

RESULTS

- A reliable IT environment with 24/7 support
- Enhanced and future-proofed network capabilities at an affordable cost
- Improved collaboration and information mobility

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Initially, GSHCC outsourced IT support to a local vendor, but quickly discovered that the provider was not meeting the goals for outsourcing. “They basically provided break-fix maintenance and charged by the hour,” said Maneely. “That meant we were still in reactive mode, didn’t have backup for our data and didn’t have a clear handle on what our IT support costs would be. When we asked them for a better plan, they suggested replacing our servers with other used devices, which didn’t make sense to us so it was time to look for more robust support.”

“We really liked the fact that the Ricoh team took a consultative approach, keeping in mind that we are a non-profit and have a limited budget for IT upgrades. They put together a great plan to refresh our existing equipment with new servers, firewalls, etc. at a price we could afford. The plan also anticipated our future needs, so we wouldn’t be looking at another upgrade in a few years because we ran out of disk space.”

Maneely and GSHCC had enjoyed a decades-long relationship with Ricoh as the provider of the organization’s copier equipment. On several occasions, the Ricoh rep assigned to the organization had mentioned to Maneely that Ricoh also offered IT services. Having had a great relationship with Ricoh over the years, Maneely asked Ricoh for a proposal and the Ricoh team recommended its proactive managed IT services for the organization. Maneely presented Ricoh’s proposal to the organization’s executive team and the board of directors. The executive team and directors were excited about Ricoh’s proactive approach—and fixed costs—and agreed to select Ricoh as the organization’s new IT support partner.

SOLUTION

Ricoh’s proactive managed IT services now gives GSHCC around-the-clock remote monitoring, management and maintenance from Ricoh’s state-of-the-art Communications, Operations and Remote Engineering Center (CORE ITS) facility. The Ricoh team uses innovative monitoring and remediation tools to maintain the health and performance of GSHCC’s network assets—including servers and PC workstations—and provides around-the-clock helpdesk support, firewall monitoring and unified threat management services to help protect GSHCC’s systems and assets.

With proactive IT services in place to handle day-to-day needs, the Ricoh team next developed a strategic plan to upgrade GSHCC’s aging infrastructure. Ricoh did a thorough assessment of GSHCC’s IT environment, which included five servers and more than 90 workstations in its three locations, and recommended a cost-effective upgrade.

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RESULTS

The Ricoh team helped GSHCC completely transform its IT environment. "The improvement in our IT support has been night and day since we switched to Ricoh," said Maneely. "It used to be that I literally spent my entire day on IT issues. Since we have outsourced our IT with Ricoh, I hardly have to think about IT at all and can focus on the needs of our girls and the organization. If someone on our staff has a problem with a software program or their workstation, they now call the Ricoh help desk and get immediate help. With our new IT infrastructure, our network speed and uptime is dramatically improved as well. Everyone in the organization is thrilled."



The Ricoh team is currently working with GSHCC to upgrade its phone system as well. "We had a phone system that was almost 20 years old," said Maneely. "Leveraging our new infrastructure, Ricoh migrated our offices to a Fonality VoIP phone system, which includes Heads Up Display (HUD) technology that improves our collaboration and efficiency through features such as chat and employee presence. The new system is also saving us approximately \$30,000 each year, which is a huge savings for a non-profit. After the new phone system is paid off in five years, the savings will increase to nearly \$60,000 each year."

Looking forward, Maneely sees additional ways Ricoh can help improve information mobility for GSHCC. "We are talking with them about enhancing our document management workflow. We have a camp for approximately 1,200 girls and all of the campers and their parents need to fill out packets of paperwork. Ricoh is designing a way for those forms to be filled out and submitted online, which will be a huge time saver for our families and for us as we will be able to streamline the management of those documents. We plan to look at even more document management solutions down the line. There is simply no way to overstate the remarkable impact Ricoh is having on our organization."

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