All Lines Technology

YOUTH ADVOCATE SERVICES

Industry
Non-Profit

IT Objective
Improve Security and give their users better tools and less IT headaches

Business Objective
Streamline processes and create a more balanced budget

"All Lines Technology is a local, professional IT company that was able to help us transition to their solution seamlessly"

A Local, Professional IT Company that Helps

Youth Advocate Services (YAS) is a nationally accredited, state-certified, 501(c)(3), non-profit child/family caring agency who has served thousands of children and families since 1978. For 40 years, YAS has believed in the premise that all children, and especially those who are vulnerable or at-risk, should live in a family-centered, caring and nurturing home.

YAS had been working with another Managed Services Provider (MSP) for day to day support of their roughly 35 workstations and five virtual servers. YAS was less than satisfied with the performance of the previous IT company as they were exposed to Crypto Locker, which caused downtime of approximately two weeks. YAS' overall IT goals were to improve IT security, satisfy HIPAA requirements, reduce user downtime with quicker responses to IT issues and to provide their employees with the business tools to make them successful.

YAS was seeking to partner with a local, professional IT company that could streamline equipment purchases, proactively monitor their network and resolve issues restoring backups.

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YAS also desired to improve the on-boarding process for new employees with appropriate profiles, to eliminate old users from the system, ensure that the firewall was locked down and to setup external email warnings. YAS also needed assistance with end user training for Microsoft Office 365, SharePoint and to provide education to their group to allow them to be able to identify phishing emails.

All Lines Technology (ALT) was able to meet and exceed YAS' IT requirements. ALT successfully migrated YAS to their Infrastructure as a Service (IaaS) solution for the virtual server environment. This supplied YAS with increased reliability, including 99.95% uptime, 99.995% availability and 100% uptime/availability for items under control. ALT complimented IaaS with their Managed Services solution by giving YAS access to their technical team of 300 employees, including 55 engineers and Subject Matter Experts.

"All Lines Technology is a local, professional IT company that was able to help us transition to their solution seamlessly. This has reduced our user downtime and made our users more productive. All Lines has also been very responsive to our day to day support needs and provided invaluable assistance helping us to implement newer technologies to enhance IT security."

Glenn Richard, Chief Financial Officer
Youth Advocate Services

About All Lines Technology

All Lines Technology (ALT) provides cost effective, industry standard IT solutions for our customers. We strive to be a Professional Business Partner and Trusted Advisor with each of our clients. We help companies streamline and improve the way they buy, implement, and manage their technology infrastructure that support their mission critical business applications. These scalable solutions deliver benefits to companies from start up to Fortune 500.