

BIG BROTHERS BIG SISTERS - MNS



Capital Business Systems manages a regional Big Brothers Big Sisters' IT, allowing them to dedicate their time to what they are best at: **helping children realize their potential and build their futures.**

AT A GLANCE

Areas of Concern

- Variable IT costs did not allow for planning of budget
- Internal support of IT systems too time consuming
- Manual backup file with no off-site replication
- Minimal support for security and threat management

MNS Benefits

- Technology Roadmap provided for planning of expenses
- External support available 24x7
- Business Continuity in place
- Security a top priority



Knowing that Capital Business Systems is monitoring our network, keeping it safe and functioning, and knowing that any support we need is just a quick phone call away, lifts a huge burden off of me and our entire organization. I would heartily recommend Capital's Managed Network Service program to any organization that finds itself overburdened with continual IT requirements.

Steve H.
CEO, Chapter of Big Brothers Big Sisters

OBJECTIVES

Big Brothers Big Sisters started their MNS journey with Capital Business Systems 8 years ago. In the start, they were concerned about variable IT costs, reactive management of issues, some hesitation towards technology, minimal support for security and threat management and no plans for business continuity. Additionally, they were interested in outsourcing IT management to relieve some of the burden currently on their internal IT department, especially given their multiple sites that needed managing.

SOLUTIONS

Capital Business Systems relieved the stress of all of these areas by presenting a clear plan on how to resolve the areas of concern. **Since 2016**, our MNS team has been helping to compliment the skills of Big Brothers Big Sisters' internal IT department, including monitoring multiple locations containing IT infrastructure, and has also provided support on security and threat management, business continuity, and more.

BENEFITS

Technology Roadmap

A Technology Roadmap is continually provided and reviewed, so Big Brothers Big Sisters can plan for their IT expenses. They additionally went to a fixed cost solution each month, relieving them of the stress of variable expenses.

External Support

External Support provided by our MNS offerings frees up Big Brothers Big Sisters' Internal IT department, so they can further focus on duties that provide value to the organization.

Business Continuity

There is a clear plan for recovery of information and data, in case this is ever needed.

Security a top priority

Their network and devices are managed and monitored continually, ensuring a secure setup.

*This case study features a real customer's story and quote. Person and company names have been generalized to protect privacy.