

Managed IT Services for Community Support Services

PROJECT DETAILS

 IT Managed Services

 Jan. 2018 - Ongoing

 \$200,000 to \$999,999

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"We have a completely different work culture thanks to them."

PROJECT SUMMARY

F12.net is the managed IT service provider for a nonprofit. They've handled all upgrades and transfers between systems. In addition to implementing Office 365, they've also added several company-wide tools.

PROJECT FEEDBACK

The continued support and key implementations have led to the team having increased mobility and a better work culture. F12.net is a dedicated partner, managing expectations and respecting deadlines. Customers can expect a timely, skilled team to handle their technical needs.



The Client


Introduce your business and what you do there.


I'm the manager of infrastructure & products for Covenant House Vancouver. We are a non-profit serving youth.

The Challenge

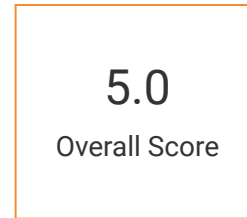
What challenge were you trying to address with F12.net?

We were doing major facility extensions involving technical upgrades and needed support.

 **Maya Sangara**
Mgr of Infrastructure & Projects,
Covenant House Vancouver

 **Vancouver, British Columbia**

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

They are our managed service provider, providing all IT support for our organization. They've upgraded our entire organization, switching us to cloud-based storage. We now use Skype Business instead of analog phones, too. They've implemented Office365 and switched our employees to Microsoft Surfaces for more mobility. Their team has also helped implement Robin, a meeting room booking service.

They're currently working on expanding the IT and electrical components of our building.

What is the team composition?

There's an account manager, an acting CIO, a project team, and techs on-site, as needed. We work with multiple techs at any given time.

How did you come to work with F12.net?

My predecessor found them through word of mouth. They were the managed service provider at my previous place of employment, as well.

How much have you invested with them?

We've spent between \$300,000 – \$400,000.

What is the status of this engagement?

We began working with them in January 2018 and our engagement is ongoing.



The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We have a completely different work culture thanks to them. Our mobility is increased and we can now work remotely, update our systems, and do much more.

How did F12.net perform from a project management standpoint?

They're incredible. Communication is excellent and work is always delivered on time. In the rare case they miss a deadline, they deal with the associated costs.

What did you find most impressive about them?

Everyone on their team is great to work with, no exceptions.

Are there any areas they could improve?

I can't think of anything.

Do you have any advice for potential customers?

Have a point person in your company to coordinate the engagement, ensuring a smoother process.

