



Managed IT Services for Healthcare Nonprofit

PROJECT DETAILS

 Back Office Outsourcing, IT Managed Services, Cybersecurity

 Jan. 2019 - Ongoing

 Confidential

 *"They're always helpful and customer-oriented."*

PROJECT SUMMARY

F12.net provides managed IT services for a healthcare nonprofit. The team has migrated the client's systems to the cloud and transformed their VPN network. They also provide IT support, including cybersecurity.

PROJECT FEEDBACK

F12.net has successfully migrated the client's systems to the cloud. The team is very proactive in terms of anticipating and resolving problems. Moreover, their customer-focused approach and willingness to lend a helping hand have been key to the project's success.



The Client

Please describe your company and position.

I am the VP of Innovation of ACHC

Describe what your company does in a single sentence.


Provides community health and social support to some of the most materially deprived communities

The Challenge

What specific goals or objectives did you hire F12.net to accomplish?

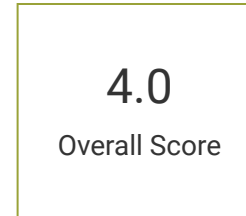
- Outsource IT supports to move us to cloud
- Unleash the power of cloud based software
- Innovate our operations with continually building my capacity for tech

 Callum Tyrrell
VP of Innovation, ACHC

 Healthcare

 Toronto, Ontario

CLIENT RATING



Quality: 4.0

Schedule: 4.0

Cost: 3.5

Would Refer: 3.5



The Approach

How did you find F12.net?

We were with 365it and f12 bought it

Why did you select F12.net over others?

It bought the company we were with

How many teammates from F12.net were assigned to this project?

2-5 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Outsourced our it support including MDS and cyber security. Moved to cloud, unleashing power of cloud based software, transforming our VPN network, introducing new tech and building my capacity for leading innovation and tech at my company

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Succeeded in cloud migration, helping with change management and finding solutions to complex issues

Describe their project management. Did they deliver items on time? How did they respond to your needs?

They're always helpful and customer-oriented. Very proactive and took initiative-never undermined or belittled my lack of IT background



What was your primary form of communication with F12.net?

Virtual Meeting

What did you find most impressive or unique about this company?

Cost benefit

Are there any areas for improvement or something F12.net could have done differently?

Not at this time

