F12.net

Managed IT Services for Health Charity

PROJECT DETAILS

🏷 **IT Managed Services**

📅 **Mar. 2022 - Ongoing**

💲 **Confidential**

❝ *"Nick is fantastic, and I appreciate working with him."*

PROJECT SUMMARY

F12.net provides ongoing managed IT services for a health charity. The team hosts servers, manages Microsoft software, and handles help desk, hardware, and software support using a proprietary platform.

PROJECT FEEDBACK

F12.net's efforts have exceeded the client's expectations. The team is responsive and communicates regularly via email, Zoom, Google Meet, and phone calls, showcasing smooth project management. Their IT expertise has impressed the client, resulting in a positive engagement.

The Client

Introduce your business and what you do there.

I'm the VP of finance and administration at a health charity.

The Challenge

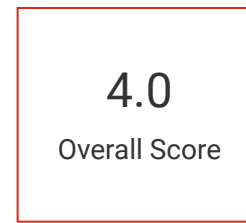What challenge were you trying to address with F12.net?

We needed help with IT services.

VP of Finance & Administration, Health Charity

Non-profit

Toronto, Ontario

CLIENT RATING

4.0
Overall Score

Quality: 4.0

Schedule: 4.0

Cost: 4.0

Would Refer: 5.0

The Approach

What was the scope of their involvement?

F12.net provides off-site IT services, including hardware, software, and infrastructure support. They host our servers and handle most of our Microsoft software and IT help desk. The team underwent extensive onboarding to understand our current processes and transition from a previous vendor to them. After the transition, we've moved into a more regular routine. They've given us a customer service person and tools to contact them. Our staff can submit tickets for any IT issues using F12 Connect, their online portal.

What is the team composition?

Nick, the account manager, is our primary contact. We deal with several people from their help desk. Sometimes, more senior executives have become involved in our file.

How did you come to work with F12.net?

They were working with us before I joined the organization.

What is the status of this engagement?

We've been working together since March 2022, and the engagement is ongoing.

The Outcome

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

We have quarterly meetings with Nick, and we review various metrics to understand our progress. We also examine the feedback that our team provides for the help desk in terms of service time responses and surveys from those who have used F12.net for help

desk support. Their response times have met our expectations and slightly exceeded them.

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

We have no concerns; the project has been managed well. We communicate regularly through email, Zoom, Google Meet, and phone calls. It's worked relatively smoothly.

Are there any employees from the service provider's team that you would like to give a shout-out to in this review?

Nick is fantastic, and I appreciate working with him.

What did you find most impressive about them?

They show strong subject matter expertise, and they're very responsive.

Are there any areas they could improve?

There's nothing they can improve on.

Do you have any advice for potential customers?

Be clear on the scope upfront, work collaboratively with them, and ensure there's clear alignment on the scope.