

AN F12 CASE STUDY / ASPIRIA

Upgrading IT critical to safe and sustainable growth. **About Aspiria**

Empowering people and organizations since 2003 through mental health services, Aspiria provides **Employee and Student Assistance Programs (EAP/SAP)** to over one million employees, students, and their families internationally when and where they need them most. From its inception, Aspiria's boutique approach has enhanced employers' and institutions' access to mental health with customizable and flexible solutions. In addition to counseling, Aspiria offers a range of complimentary work-life services that include legal, financial, nutrition, life-coaching, addictions, and cancer support, all available based on the client's needs. One hundred percent Canadian-owned, Aspiria is committed to providing accessible support services, digitally or face-to-face, that employees and students can use as needed with the assurance of utmost confidentiality.



Aspiria is committed to providing accessible support services to employers across Canada.



Why are IT and Security Essential to Aspira's (and Your) Success?

Aspira requires specialized technology that allows data tracking that is completely secure to protect user privacy. Transparent tracking is necessary for aggregate reporting that shows the number of people who have called, what problems were addressed, what solution was reached, and if Aspira was able to resolve the situation to ensure accountability. Data reporting and transparency are critical for Aspira to better understand and serve patients as well as to demonstrate the value of their services to sponsors and client organizations.

Aspira also depends on technology to allow them to communicate with staff and clients regularly, reliably, and often with a sense of immediacy.



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THE CHALLENGE

In the early days of the business, Aspira had less office space, fewer employees, and only managed a small amount of secure data. Their IT provider did not fully understand their operational requirements such as collaborating from remote locations, resulting in an unreliable IT environment. As they started to grow, these challenges became a significant risk factor for the business. The CEO was particularly concerned about having a server at their physical location and, while operating in the Cloud was an attractive solution, they had reservations about making the leap. It was apparent that the business had outgrown its IT provider and now required a higher level of support due to the increase in data to manage in accordance with confidentiality, security, and privacy requirements.



Six months after partnering with F12,
Aspiria's CEO shared,

*I slept much better at night,
feeling our data is as secure
as it's ever going to be.
We have a world class IT
provider to help us.*



THE SOLUTION

When F12 took over Aspiria's IT management, they moved the infrastructure into a private Cloud data center and replaced the aging and failing systems, all while meeting Aspiria's stringent security and privacy requirements. F12's Plus solution was an ideal fit and included all network and user equipment for one flat monthly fee. Aspiria's CEO appreciated the hands-off approach in which F12 managed their assets, replaced defective products the same day, and gave them the flexibility to upgrade without penalty fees or contract extensions.

Since moving to F12, Aspiria has been introduced to many technology changes and received the support needed to adopt and adapt to them. The entire company is now in the Cloud, which allows their team to securely and reliably access information from anywhere in the world.

F12's IT solution is inclusive, reassuring Aspiria that if anything goes wrong, the hardware will be replaced. The CEO commented, "We feel we're getting great value, especially with the ongoing support. The onboarding and data migration was handled professionally, with a very well thought out process. Technical stuff never goes perfectly, so it's nice to easily call or message someone for help."





THE RESULTS

Aspiria's IT infrastructure now sits on highly redundant and reliable equipment. All staff members have secure access from anywhere, giving them more flexibility in their work environment. Having an IT partner that understands their requirements allows them to focus on helping people with mental health issues without worrying about IT issues. Since partnering with F12, Aspiria has also been able to grow and acquire other companies, seamlessly adding the new offices to their current F12 Cloud infrastructure, saving both time and money.

While Aspiria has always used virtual platforms for their clients, they have been using them more extensively since COVID-19 has curtailed their ability to deliver in-person counseling. Aspiria now relies more than ever on virtual, e-counseling, and chat capabilities to drive their core counseling business as an alternative to in-person appointments. Their clients have the option to access the EAP/SAP exclusively through the website, work-life portal, or their cell phones and securely speak to a live professional counselor 24/7, in various languages, without affecting the quality of service they receive.

Amidst this growth, Aspiria has managed to stay true to their roots and maintain what has always made them stand apart from the competition: a boutique level of service with the customization and personal approach their clients love. Reflecting on their relationship with F12, the CEO said, "The value we get for the monthly fee we pay is clear. F12 has saved time for our team worrying about glitches, updates, backups, and hardware. The increase in speed, bandwidth, and behind-the-scenes back-end monitoring keeps us safe, secure, and productive."



WHY F12 MAY JUST BE FOR YOU

While many companies offer IT solutions, F12 does more than help you with your IT needs. We are a productivity provider assisting companies in functioning at their best. From IT strategy, cloud services, disaster recovery planning to simplified employee onboarding and enhanced cyber threat protection, F12 helps your business thrive. And you won't have to worry about getting caught in the hype cycle trap because F12 takes care of all that. All you need to do is to get in touch.

Book a consultation with us today to learn how we can help keep your business safe.

