

# CASE STUDY: CENTER FOR THE VISUALLY IMPAIRED

**NOVATECH**



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– Chris Hester, Vice President of Finance and Operations, Center for the Visually Impaired

## The Challenge

Before working with Novatech, the Center for the Visually Impaired was having issues with their Managed Service Provider. Their previous provider was **reactive** and not **proactive**. The Center for the Visually impaired felt that they were constantly putting out fires and patching things. They had no real idea about the condition of their infrastructure and there was not a long-term plan in place to address current and future needs. This was causing too many issues and it was time for a change.

## The Solution

When it was time for Chris Hester, Vice President of Finance and Operations, to start researching new managed service providers, he knew just the person to contact. Chris had worked with Chas Arnold, Novatech's VP of Managed IT Services, in the past and was hopeful that Novatech could provide the level of service that they were looking for. Chris and Chas reconnected and the Novatech team met with the Center for the Visually Impaired to discuss their infrastructure and design a detailed, proactive IT plan.

## About Center for the Visually Impaired

The Center for the Visually Impaired is a non-profit organization founded in 1962 to assist people who are blind or visually impaired. Their mission is to empower people impacted by vision loss to live with independence and dignity. The center works with people of all ages in their Atlanta location, throughout the community and in their homes.



## The Result

The Center for the Visually Impaired has seen vast improvement in their IT environment since switching to Novatech. They are still working on making their IT infrastructure the best that it can be and will be getting new equipment in their server room in the near future. This new equipment will make their systems quicker and more efficient, and also reduce their monthly expenses.

Hester stated that the Novatech approach to customer service is fantastic and that there is always a Novatech employee available to help them when in need. The help desk engineers assist with any technical tickets that are submitted for the Center for the Visually Impaired employees. A Technical Account Manager (TAM) is assigned to the account and is the main day to day contact. The TAM develops a proactive plan to make sure that their systems and processes are always up to date.

“I would not hesitate to recommend any business to hire Novatech for their IT Managed Service needs. They will make sure that you have the best possible IT infrastructure and systems that fit within your budget,” said Hester.



“Our entire staff has seen the results and improvements in our IT environment. It feels like we are already light years ahead of where we were and it should only get better as we complete the new server project,”

-Chris Hester, Vice President of Finance and Operations.