

Industry: Healthcare Education

Client: Emergency Nurses Association (nonprofit)

# Employees: Approximately 90

### Situation

Beginning in January 2019, the IT Manager at Emergency Nurses Association engaged CCS to help with a small but complex networking project. After the successful completion of that project, the IT manager continued to reach out to CCS for assistance with a variety of small and medium projects.

As his confidence in CCS grew, ENA faced a major upgrade of their infrastructure. They chose CCS to provide a full time senior engineer for 8 full months beginning in November 2021.

Shortly after the contract ended, ENA started some new initiatives and needed more help. CCS provided one of our senior project engineers to help plan and begin some cloud initiatives.

Unexpectedly, in September 2022, ENA's internal resource departed for greener pastures and CCS was able to provide the continuity and fill the gap using our Senior engineer and Managed Service help-desk for on-site support while their internal IT position was empty.

ENA has since hired a full-time internal IT Manager. CCS continues to provide a part time senior engineer for 20 hours per week to provide additional expertise and perform the tasks that would otherwise require hiring another full-time employee.

### ENA Challenges

- Growing company that is transitioning from being a small and unsophisticated group to a larger and governed organization requiring solid policies and procedures.
- Overloaded IT Manager that was performing the duties of CTO, Manager, Technician and help desk.
- Workload to keep up with the IT demands combined with resource constraints contributed to a lack of understanding to take advantage of newer technology and cyber security advancements.
- Difficulty in hiring help desk personnel willing to work on-site 5 days a week.
- Struggling to move from on-premise IT infrastructure to hybrid and cloud based. New IT Manager learning that organization is changing their focus and is working with executives to forecast their new business needs.

## CCS Solution

- Ability to engage on short term project work as needed.
- Trusted partner to provide advice and guidance on short and medium term IT needs
- Highly skilled and knowledgeable engineers to assist planning and deploying newer solutions.
- Because of CCS approach to customer engagements, [we not only perform the work, but we invest ourselves in learning about the customer's business], CCS was able to seamlessly step in and continue the IT initiatives while ENA was searching for a replacement. Then after the new IT Manager was hired, CCS was able to pass along their knowledge to quickly bring the new Manager up to speed.
- Flexibility in Supplemental IT Support. On-site IT Support when ENA IT Personnel are on PTO or not in the office.

## Results

- January 2019 - Started the first project for ENA, installing Meraki Z3 appliances. Additional small projects took place over the years. Small projects eventually led to a long-term relationship with ENA. This reduced the technical workload of their IT manager allowing more time for management activities.
- November 2021 – CCS provided a full time senior-level engineer for approx. 8 months. During this period, we accomplished multiple projects that included the implementation of multiple technologies and fully utilized technology + solutions they already had available to them. CCS started planning ENAs long term vision for where they see themselves from an IT infrastructure perspective.
- September 2022 - ENA informed CCS that they were transitioning between IT Manager employees. CCS then provided full time 5 days/40 hours a week on-site support while ENA started looking for a new IT manager. Project progression continued during this period.
- February 2023-present -With the new IT Manager fully up to speed, the needs for full time support returned back to a part time senior engineer. The CCS senior engineer supplements the IT Manager performing multiple duties including planning, execution and testing on projects. CCS is instrumental in ENA's continuing pursuit to eventually be a cloud only environment.