

## Case Study – Outsourced IT better than full time staff.

### Company profile

The Anglican Diocese of Toronto is a not-for-profit organization located in downtown Toronto. The Diocesan Centre is adjacent to the cathedral and houses 40 full and part-time administrative, program and support staff whose work provides support to the Archbishop, the College of Bishops, Diocesan Council and its Boards, for the leadership of the Diocese.

### Business situation

In 2008 the Diocese was in a critical situation where their current in-house IT management was in question. Technical solutions were not working out, downtime was increasing and while spending was happening, the infrastructure didn't seem to be getting better. The reliance on a single IT person was proving to be an issue. With lack of vacation coverage, sick time and the cost of payroll adding up, the Diocese reached out to D-Tech to help their IT situation. With a previous connection through Variety Village the Diocese promptly called D-Tech to see what options they had.

### Solution

D-Tech was initially brought in to audit and provide solutions to the technical issues at hand. With the issues quickly resolved, a case study was presented to the benefits of hiring D-Tech as their IT department vs. full time. With technical trust already earned, a decision was made to move all IT services to D-Tech Consulting. The transition was planned and executed with precision. D-Tech shortly took over all roles and The Diocese.

### Results

Diocese immediately saved tens of thousands of dollars by moving from full time to an outsourced IT solution. This cost savings was invested back into their infrastructure, leaving the diocese with a foundation for years to come. Since the inception of D-Tech services, Diocese has had no server or network downtime. The projects and service execution have resulted in a rock solid IT infrastructure providing peace of mind to the entire organization.

### Products Used

Windows Server 2003/2008 | Sonicwall Firewall | Blackberry Servers | Symantec Backup Exec | AVG | Microsoft Exchange Server | Symantec AntiSpam | Dell Poweredge Servers |

### Services Provided

Fully managed IT services | Technical Support | Server and network administration | Domain Name Management | Project Management | IT Management | Asset Management | Server monitoring | 24x7 Emergency Support | Network wiring | Hardware and software purchasing

### Contact

Kathy Garrison – Manager of Office Services  
135 Adelaide Street East Toronto, ON, M5C 1L8  
416-363-6021 x 239