

The Leprosy Mission Canada

CASE STUDY

TLMC considered options for replacing the network admin function including outsourcing the role.

A temporary IT consultant was hired while other options were considered. Harin Watson, Director of Operations says, *"At the same time, the organization was growing and the IT Environment was becoming more complex. We outgrew our email and needed to grow into a full groupware environment."*

With the help of the IT consultant, an RFP was submitted to replace the existing infrastructure and to provide support services to the in-house staff and also to off-site people. The off-site users also required access to the SQL database.

The Apps on Tap Solution

Along with the expected network proposals with outsourced Network Admin and support services, TLMC received one from Apps on Tap with a totally outsourced On-Demand infrastructure and services solution.

"We reviewed the Apps on Tap proposal and suddenly the idea of an outsourced infrastructure became more and more attractive; fixed costs, no more hardware upgrades, no in-house network admin, and higher reliability. I was familiar with the technology Apps on Tap was using especially Citrix which was known to be widely used in large enterprises. This made the solution more attractive and Apps on Tap gave us absolute assurance that they would do everything to make the solution work for us."

Using proven technology, Apps on Tap provided seamless integration of local and remote users. Apps on Tap Hosted Exchange service addressed the groupware needs, providing shared calendars and contacts.

TLMC experienced a reduced dependence on client user computers. Performance improved immediately.

Benefits

Harin quickly realized how little time was required on internal support, *"Just simple user support issues that a more advanced user can easily handle. I did not anticipate the rate at which we would grow. When we hire new staff they are up and running the same day and in some cases in minutes. When the office moved, access to our computing resources was simple and straightforward."*

TLMC discovered other advantages of On-Demand computing which they did not anticipate.

"Of all the unexpected benefits, the clear winner was last summer, when our building Air Conditioning went down for about a week. The temperature went up to 38C with no air circulation. Fortunately we were able to relocate our data entry staff at the offices of one of our regular suppliers and the rest of the staff was able to work from home. Because we were on Apps on Tap our data entry staff was able to work and the rest of our staff was able to work from home."

"The agility with which you can recover from an office crisis is a significant value to a remote hosted solution. We essentially have a built in disaster recovery plan."

"The way we've grown. Your services have been a godsend to us."

"I would recommend Apps on Tap without hesitation."

The Leprosy Mission Canada is a registered charity that has been working with leprosy patients since 1892.

TLMC raises awareness and financial support from compassionate Canadians who help make this work a reality. For more information on TLMC please visit www.leprosy.ca

IT Environment and Challenges

TLMC had a small network with an aging file and SQL server. Email was a simple POP service. TLMC desperately needed more storage. The Network Admin had just taken a long term leave of absence. TLMC had to take action.

Technology Summary

- Windows NT 4.0 Server
- Donor Management SQL database
- POP email

Key requirements

- Upgrade storage capacity
- Upgrade Server to Windows 2003
- Network Admin & User support
- Support for Home Office Users

"The best thing about Apps on Tap is Anytime Anywhere Access combined with the reliability. It's on anytime I need it. And it's at a fixed cost. I can use it as much as I want to. I don't have to worry about any other costs."

"We recently moved our office and what a pleasure it was to not have to worry about moving an IT infrastructure. We just plugged in at the new location and we were up and running."

Harin Watson, Leprosy Mission Canada



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