

**Technology Solution: Server Based Computing and Outsourced Hosting and Help Desk Mix.**

**Industry: Social Services**

**The Challenge:**

When the single remaining IT staff member left without notice, the client needed someone to completely take over all IT support functions, stabilize the network and ensure that business was 'un-interrupted'.

**The Client:**

Mid Michigan Community Action Agency, Inc. (MMCAA) is a private, non-profit 501(c)3 organization. It was established in 1966 to assist in the "war on poverty." Its task is to reduce the causes and conditions of poverty within its service area of Bay, Clare, Gladwin, Mecosta, Midland, and Osceola Counties. This is accomplished through achieving its mission of "supporting families and individuals by providing access to resources and opportunities."

With a current budget of \$12.4 million, the agency employs 200 full time and part time positions. The agency's staff works with more than 800 volunteers annually to provide a wide range of services including emergency services, family services, housing services and youth services. Throughout a typical year, MMCAA's outreach network provides coordinated services to over 20,000 customers.

The agency maintains outreach offices in all six counties, provides services in 14 children's centers and operates a Women, Infants, and Children's Clinic. MMCAA has over 80 contracts with federal, state, and local organizations to provide services. The agency is governed by an 18 member volunteer Board of Directors who represent the public, private, and consumer sectors from each of the six counties served.

**The Solution:**

Upon receiving the information that MMCAA's only remaining staff member had left the company, Trivalent stepped in with immediate support and provided access to the Service Desk for end users on a best efforts basis. At the same time our Mid-Michigan branch mobilized onsite team members to provide onsite support to the primary facility and many of the remote offices as well. Within two weeks, Trivalent had completed the discovery and documentation necessary to provide MMCAA with SLA based support, a full ticketing and user issue tracking system as well as Engagement Management to enable better IT Governance.

Trivalent now provides ongoing support in the form of blended technical expertise, both onsite as well as remote. The Trivalent Group Service Desk supports all users on a 7 by 24 basis from Trivalent's state of the art network operations center (NOC) in Grandville, MI.



**Social Services**

**Trivalent Group**

3145 Prairie Street SW  
Grandville, Michigan 49418

telephone 616.222.9200  
facsimile 616.222.9300  
www.trivalentgroup.com

This, paired with our blended care FTE support team gives the client flexible, proactive support heading off many issues before they adversely affect the end users or their clients.

**Results:**

MMCAAS has access to Technical resources and Governance processes that are typically beyond the reach of most non-profits or small businesses. They no longer have to be concerned about a staff shortage or lack of expertise. Trivalent's Governance process allows them to review the key items leading to more successful IT solutions for immediate needs as well as strategic direction to support future of the organization. After four years, Trivalent and MMCAA continue to develop technology and support solutions which enable MMCAA's end users continual secure access to corporate applications and data.



**Social Services**

In addition, MMCAA is able to realize the following key benefits:

- 24x7 Technical Support
- Flexible staffing through our co-source model – access to the right expertise at the right time for a single monthly fee
- Budgetable, predictable pricing resulting in reduced costs
- Increase productivity of end users through strict SLAs and resulting first call resolutions

In summary, this MMCAA is able to achieve its business objectives through the implementation of Trivalent's managed co-source support model. This has allowed them to focus on their business practices, and not on IT, to further enable them to be a leader in providing social services to Mid-Michigan.

**Trivalent Group**

3145 Prairie Street SW  
Grandville, Michigan 49418

telephone 616.222.9200  
facsimile 616.222.9300  
www.trivalentgroup.com