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CASE STUDY

First United Methodist Church

"LEAP Managed I.T. is responsive, knowledgeable and very proactive. Everything is running smoothly, and they are always here when we need them."

- Karen Ambler, Church Office and Finance Administrator

SPEEDING UP RESPONSIVE TIME AND DELIVERING BUSINESS CONTINUITY THROUGH MANAGED I.T. SOLUTIONS.

CHALLENGE

First United Methodist Church knew that there had to be an easier way to get their technology working seamlessly and efficiently. As a beautiful church located in Anderson, Indiana, the staff needed to find an I.T. provider that could deliver the service they expected. They were experiencing slow response time for service requests, was uncertain of the reliability of their current backup solution, and they needed to find a way to make sure their internet connection for both their office and church was secure and fast.

SOLUTION

First UMC had been previously working with LEAP Managed I.T. for their managed print services. Because the team at LEAP was always willing to go the extra mile, the church decided to schedule a time with the team to see if they could also handle some of their I.T. issues. LEAP Managed I.T. worked with First UMC to find a solution that made sense for their budget, critical needs, and future growth.

RESULTS

LEAP Managed I.T. made First UMC feel empowered. Regardless of what questions were asked, LEAP always took the time to listen and answer questions patiently. Response times for requests were fast, and their technology is running efficient and smooth. Other solutions and results include:

- » **PowerChurch Management Software Backups and Business Continuity Planning.** When an organization is dealing with years of historical data and sensitive information that needs to be stored, the need for a disaster recovery plan is vital. First UMC uses PowerChurch as their database program to keep track of memberships, givings and other critical records. They also store essential information on the office computers. LEAP Managed I.T. implemented a backup strategy for all desktop computers, mitigating the risk of a major data loss and business interruptions.
- » **Wi-Fi Security and Privacy Improvements.** LEAP Managed I.T. deployed a guest network to keep the church's business network safe from the threat of malware. A guest network is designed specifically to provide visitors with Internet access while keeping the main Wi-Fi network separate and secure. This also allows the church to monitor Internet usage and resources.
- » **Compliance and Risk Mitigation.** With the business class Dell SonicWALL Firewall Appliance, LEAP Managed I.T. installed and strategically placed access points that enable a strong wireless environment. The SonicWall also provides the church's systems, users and data with a deep level of protection that won't compromise network performance.
- » **24/7/365 Help Desk Technical Support.** Computer problems don't always occur during business hours. The LEAP help desk team is always on call, even when it's after normal business hours or holidays. This means that when First UMC has an issue or needs technical support, their requests are handled immediately.

