Local Not-For-Profit Finds a Trusted IT Provider in Lynx Technologies

Lynx Technologies
integrated solutions for your enterprise

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CUSTOMER PROFILE

Northwest Community Mental Health Center is a Not-for-Profit organization that provides a wide range of services to people who are struggling with mental health, substance abuse, interpersonal, emotional, and behavioral issues. They have 2 locations in Buffalo, and employ 88 people.

CUSTOMER CHALLENGES

➢ **Expensive and unreliable IT Services Providers** meant that downtime was inevitable and costs were variable.

➢ **Outdated and unreliable server** and workstations were a constant cause of frustration, and **reduced productivity**.

➢ **No Disaster Recovery solution** was in place, leaving them vulnerable to **ransomware** and other potential malicious attacks.

➢ Needed to **merge both locations** into one network with shared resources.

SOLUTION

➢ **Engaged Lynx Technologies** to manage the environment, providing remote monitoring and onsite support in a **cost-effective** manner.

➢ Lynx provided and installed a **New Server** and **New Workstations** where needed, increasing productivity and reducing frustration.

➢ Lynx Deployed **NetApp OnTap Select** to provide an economical **Disaster Recovery Solution**.

➢ Lynx Reconfigured and redeployed old server as **backup domain** controller, and set up a **VPN to link both locations**.

"Lynx has provided IT services for several years and we are very pleased with their work. They took the time to get to know our agency, our specific IT needs and our challenges. The relationship has resulted in greater security and efficiency as well as some cost savings. Everyone at Lynx is professional, responsive and a pleasure to deal with. I highly recommend this company."

-Anne Kabatt,

Executive Directior, Northwest Community Mental Health Center

BENEFITS

➢ **IMMEDIATE ACCESS TO A PROFESSIONAL IT STAFF** Northwest has all the benefits of an in-house permanent IT staff without full time employee costs.

➢ **TECHNOLOGY CONSULTING** Northwest is in the process of moving to a new location, and now has a trusted IT provider to help them make the transition in a smooth and cost-effective manner.

➢ **ENHANCED PRODUCTIVITY** With reliable new equipment they can spend their time with clients rather than their computers.

➢ **DISASTER RECOVERY SOLUTION** Netapp On Tap Select has given Northwest a solution that is unaffected by ransomware, allowing for immediate access to sensitive information in the event of a system failure or data corruption.