



CASE STUDY

Baptist Convention of Maryland/Delaware

The Situation:

In February 2006, Baptist Convention of Maryland/Delaware (BCMD) signed on with America's Remote Help Desk (ARHD) for IT support. BCMD had previously employed an in-house IT person who was not able to meet the expected IT requirements due to high demand. Turnover was high for the non-profit organization too, and keeping a reliable IT person on staff was difficult because it was becoming increasingly expensive to retain a full-time IT staff person due to market-driven IT salaries and rapidly increasing employee benefits costs. ARHD came highly recommended and was able to work with BCMD to stabilize their IT through reliable remote Help Desk support and infrastructure management.

The Solution:

ARHD has been working with BCM/D for five years providing a fully staffed IT department for a quick resolution of issues and hassle-free solutions. Most recently, ARHD has been overhauling BCMD's infrastructure by replacing internal systems with virtualization technology. An ongoing project has been to incorporate the Mac operating system into BCMD's environment.

"ARHD has helped to make us a better organization. They have enabled us to stay on the cutting edge of all the constant changes in technology," said Bob Simpson, associate executive director and chief operating officer of BCM/D. "And they have done it with skill and class. Their Help Desk is simply amazing. Their technical support is always responsive and fully knowledgeable. I am also very impressed with their management team."

Not only has BCMD benefited from the improved quality of their IT support, they are also paying a third of the cost they used to pay. ARHD's proactive approach to IT ensures constant delivery

of quality service and support. By pooling their resources and technical skills, ARHD can get results efficiently. Developing detailed processes and procedures that are customized for every client ensures positive, long-term working relationships.

“ARHD is a highly valued partner,” Simpson says. “Over the years we have become friends as well as business partners. At the end of the day, that’s the best possible scenario!”