

The Kimmel Group provides I.T. Managed Services for local non-profit

Philadelphia Academies Inc. (PAI) serves as an intermediary, bringing the financial and human resources of the business community into Philadelphia public schools with 28 programs in 16 schools and 10 career areas. They provide work and life readiness skills, internship experiences and scholarships. PAI seeks to “*expand life and economic options for Philadelphia public school students through career-focused programming that prepares young people for employment and post-secondary education*”.

The Challenge

Upon her arrival in 2005, PAI’s CEO asked us to perform an IT Audit. Our audit found that their mixed workstation environment was problematic due to the fact that the Macs were receiving all of the PAI Technicians attention while the PCs were being neglected. The server environment was using out-of-warranty hardware and “obsolete” software that was no longer supported by the vendor. The email system was unable to correctly define and deliver file attachments to outside organizations. The CEO’s biggest problem was her inability to work from home as though she was in the office. She was used to a telecommuting environment and needed one at PAI.

The Kimmel Group’s Solution

Our first recommendation was to replace the servers with a unified solution using the Microsoft Small Business Server. In addition, we recommended replacing the mixed desktop environment with Windows PCs. This would simplify the infrastructure and provide a single contact for support issues; Microsoft, with whom we had an existing relationship. The new server provided email, file sharing and print services. In addition, we added a Terminal Server which allowed us to provide a uniform desktop solution to the PAI employees whether they were in the office or telecommuting from home. The Blackberry Solution was added a few years later to enable access to email and calendars from the field. Our team was also engage to provide on-going monitoring, management and maintenance of all handheld, desktop and server devices including the firewall and network switches.

The Bottom Line

PAI was able to use our Managed Services to **reduced costs, minimized downtime and increased productivity**. Our team replaced their in-house technician which provided a savings of over 50%. The desktop and server environment has been stabilized and staff can communicate and coordinate schedules 24 hours a day, 7 days a week with the Blackberry Solution and the Terminal Server that enables telecommuting.



Philadelphia Academies, Inc. (PAI)

Center City, Philadelphia

PAI had a mixed network of Microsoft, Novell and Apple Macs that was not meeting their needs.

Critical Needs

Reliable and secure file sharing and printing

Remote Access for telecommuters

Business-class E-Mail

Handheld Access to E-Mail and Calendars

Solution

TKG Managed Services

Results

- Improved, secure Internet Access
- Telecommuting from home
- Business-class email with handheld access via the Blackberry Solution
- Faster network connections
- Minimal downtime
- Reduction in technology costs
- Complete management, monitoring and maintenance of all I.T. systems

Technologies In Use

Microsoft Small Business Server
(Including Exchange & SharePoint)

Microsoft Terminal Server

Microsoft Office Pro 2007

Microsoft SQL Server

Blackberry Enterprise Server

Blackberry Devices

Symantec Anti-Virus

Compaq and Dell Servers

Microsoft
CERTIFIED
Partner

