



REDWOOD
Information Technology

CASE STUDY

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Profile

Grace Brethren International Missions (GBIM) is an international non-profit organization with representatives in over 25 countries around the world.

Business Challenge:

GBIM had one full time system administrator to manage their complex and growing network of 2 servers, 20 internal workstations, 2 large Third Party applications, and over 30 computers used mostly overseas. GBIM's system administrator had taken a long-term leave of absence and they needed help in managing the organization's IT infrastructure.

Solution:

Redwood had a prior working relationship with GBIM providing project by project support for their network. With Redwood's level of knowledge and efficiency we were able to offer full-time, comprehensive, and higher quality IT support, for less than the cost of a full-time employee. Redwood integrated solutions ranging from workstation and peripheral support to network and global roll-outs of new technologies.

Within the first 6 months Redwood was able to eliminate rampant virus' which regularly disabled GBIM's Internet connection, our support team increased the performance of their current Exchange server by maximizing its configuration to extend its life by 6 months, and improved remote access to their current network to allow for 24/7 access to 100% of their on-site resources.

In addition we have developed for GBIM a plan for future technology needs and established equipment replacement schedules, before their systems begin to suffer. A new budget was put into place to focus on further developing key technologies that will enable their work-force to easily access information and be more productive.

Due to Redwood's proactive approach, GBIM now has a reliable network infrastructure which is able to be leveraged to reduce overhead and make-way for new technology systems which will continue to improve their ability to serve other countries.

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