

Case Study

Transition to the Cloud

The Challenge

Since its founding in 1983 by community leaders and university physicians, Family House is fortunate to have provided a refuge for more than 150,000 guests who may have otherwise spent days and nights in Pittsburgh area hospital waiting rooms. With four homes located in the Oakland and Shadyside areas, Family House offers the comforts of home and convenience to loved ones – often in times of great duress – at affordable rates. Whether here for cancer treatments, trauma, or transplants, Family House staff and volunteers give families the peace-of-mind to focus on the care of those closest to them.

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What began as a small but compassionate enterprise has grown into an innovative, much-emulated model of family/patient support systems.

In January 2013, Family House was facing what many organizations face - the need to update their IT network. Their existing network had a myriad of problems: end of life servers; multiple Windows and Office versions with untracked license issues; 18-20 wireless access points in multiple locations that were not managed; tape drive and backup that staff had to swap out daily; expensive T1 lines; old PCs; unreliable Wi-Fi at the houses; a hosted email exchange that made Family House reliant on the hosting company to create and manage email accounts; and no remote access for staff.

The Solution

At that point, a committee of staff and board members at Family House requested RFPs from several IT companies to come in, meet with them and propose a solution to their situation.

JENLOR offered a unique proposal to the situation: instead of going with a traditional hardware solution, they suggested a cloud-based solution that would allow Family House to have a set, monthly amount for their IT budget without a costly, upfront hardware charge; remove the onerous process of a staff member handling the back-up on a daily basis; provide each facility with a firewall device; improve both remote and email capabilities for all staff; eliminate licensing issues; and improve Wi-Fi coverage at all houses.

The Solution (continued)

The committee was intrigued, but worried about the cost of such a solution. A spirited back and forth ensued between JENLOR and the committee over how this could have a major, positive impact on Family House operations, as well as guest experience. Ultimately, Family House decided that the envisioned ROI was worth the investment. Subsequently, generous foundation funding allowed the project to proceed in April 2013. Implementation and final rollout was completed in July 2013.

In 2015 the company made the decision to move the organization forward – thru 2015 and beyond – with a more focused strategic vision towards IT, and began the search for a Managed Services Provider (MSP) to aid them in the realization of that vision. JENLOR was proud to be selected as that MSP partner.

“The Cloud solution that JENLOR implemented has greatly advanced and secured Family House’s IT infrastructure. The predicament that we were facing in early 2013 is unfortunately common in the non-profit community. JENLOR saved us from the burden of having to spend tens of thousands of dollars on capital purchases. Their cloud solution and other IT upgrades have given our staff the opportunity to focus more on the mission of serving our guests and less on the stress of dealing with IT.”

— Krissy DeShetler
Shared Services Manager

The Outcome

The outcome for Family House has been more than positive. Family House now has 3 virtual servers, a virtual spam appliance and a virtual backup appliance. They no longer have any licensing issues due to their using a SaaS model via TechSoup, T1 lines are now gone and Internet costs have dropped due to leveraging Fios and Comcast. Established remote access points are now managed and Wi-Fi is no longer spotty for either guests or staff. The majority of staff are now on thin clients and have the ability to work remotely. In addition, the new email platform runs much more smoothly and efficiently now that it is managed by JENLOR. JENLOR also offers help desk support to Family House on an as-needed basis, freeing up staff to handle the multiple roles that they hold in the organization.



**FAMILY
HOUSE**

About Family House

Family House, a 501 (c)(3) non-profit organization, provides safe, comfortable and affordable accommodations to patients and their families seeking medical treatment in Pittsburgh hospitals. Thanks to the generosity and support of the Pittsburgh community, Family House is a respite for nearly 15,000 families each year, serving more than 165,000 over three decades.

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**About JENLOR Integrations**

In 2001, Bill Peters and Don Garrett viewed the then current IT landscape and decided to create a company that would be client-based, responsive, and would always be on the cutting edge of a business’ networking and technology needs. As a forward-focused technology company, JENLOR has become known for developing strategic solutions using skilled network design and implementation services, as well dedicated customer service delivery.

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