VISUAL EDGE IT

CASE STUDY | LOCAL CHURCH

VERTICAL

Religious

SOLUTION

Managed IT Services

THE CUSTOMER

The customer is a local church that is affiliated with a local school. The church has two internal IT staff part time who are church members.

THE SITUATION

The church is embarking upon an ambitious campaign to increase it's congregation by expanding its virtual footprint and increasing the enrollment of their pre-school and adult education units. They want to reach all their congregation by expanding to virtual services.

Church leadership has increasingly understood that their existing IT staff is not capable of supporting their aggressive growth plans due to availability and skillset. They are searching for an IT services firm that can help them achieve their strategic vision.

THE COLLABORATION

From the outset, the Church was very pointed about their interest in engaging with an IT services company that fostered a collaborative and consultative partner approach with their clients, understands their existing situation, and knows the technical requirements to deliver on their goals with a roadmap for getting there.

We expanded this conversation with church leadership to stress the importance we place on conducting regular Business Reviews, our philosophy of engaging dedicated account and services teams who would be familiar with the church's staff, their business drivers and their IT environment. We discussed the unique and extensive portfolio of technology services that Visual Edge IT offers.

THE OUTCOME

The church awarded the management of their IT environment (18 desktops, 1 physical server and 3 network devices) to us. They now have professional IT and end support services with the skill and time needed to keep them productive, and were able to start a virtual congregation, increasing their reach and contributions. The church is also upgrading their network capacity to support the growth of the virtual membership, the purchase of laptops for their pre-school students, and the realignment and management of their Microsoft 365 licenses.

SUPPORT & NETWORK SERVICES MADE GROWTH POSSIBLE!

→ **RELATED CONSIDERATIONS**

54%

STRUGGLE.

54% of small- and medium-sized businesses say they struggle with the increasing complexity of IT due to skill gaps, time constraints or the ever changing security and cloud applications and requirements.

79%

REPORT.

79% of small- and medium-sized businesses report technical support and maintenance challenges

54%

DISCOVER.

54% of small- and medium-sized businesses make the decision to outsource IT and discover the cost effective method to managing and leveraging IT for business outcomes!