

CASE STUDY



Westview Services

Challenges

Resources sharing; communications:

Westview Services is dedicated to enriching the lives of disabled people through services designed to help them realize their full potential. With 19 offices in Orange and Los Angeles counties, Westview employs more than 500 people across the country. The company initially contacted Partners Consulting seeking a solution to strengthen its technology infrastructure and to provide field offices with more consistent, reliable services.

“Partners Consulting’s Managed Services Division, (formerly ITresources) has been invaluable to Westview Services in assisting us with our technology needs.” - *Dorothy Williams, Chief Financial Office, Westview Services*

Our Solution

To bolster Westview's aging infrastructure, Partners Consulting implemented Local Area Networks (LANs) in five field offices, with Internet connectivity for a new, web-based email system. LANs were designed to improve intra-office file- and resource-sharing capabilities so that staff could work more efficiently and take full advantage of Westview's hardware investments. We replaced numerous desktop computers and established an asset-management system to track the configuration and status of all PCs and printers. A regular network maintenance program was also implemented.

Results

Improved Technology and Greater Efficiency Almost immediately, the effort improved Westview’s ability to securely share both data and network resources. As expected, the configuration proved to be a very successful low-cost file sharing solution. Upgraded PCs and printers improved productivity by enabling staff to be more effective and efficient. These initial successes led to additional IT infra-structure improvements, including software and hardware upgrades, and telecommunications solutions for five more sites.

