



CASE STUDY

Technology Center and Big Brothers Big Sisters of the Black Hills: working side-by-side toward safer data



THE SITUATION

Called in to repair a power supply, Technology Center discovered a host of other problems: random server shut-downs, a corrupt OS, inaccessible webmail, licensing issues, and an inadequate single backup drive ... *This pillar of the community was relying on crumbling technology.*

"The server kept going down, shutting off, and they were in a position where they could lose all of their information. And if you lose who you're getting your grants from, your donors, that's your whole revenue stream."

– Dianna Michelson, Sales Manager, The Technology Center



Big Brothers Big Sisters
of the Black Hills

"We thought that our old server might be able to limp by; however, we saw that we needed more capacity. As we grow down the road, we need to plan for that."

– Big Brothers Big Sisters of the Black Hills

The Technology Center is a team of highly trained and experienced consultants, technicians, engineers, and administrative specialists. Since 1979 we have provided only the highest level of quality products and service. We are expert problem solvers, always putting each client's needs first.

"We are social workers. We are not I.T. people. We don't go where we're not supposed to; we don't touch things we're not supposed to touch. We just want somebody to fix it!"

– BBBS of the Black Hills

THE DIAGNOSIS

With critical confidential data to protect and a budget entirely dependent on charitable donations and grants, BBBS would need the right convergence of technology and cost to upgrade their server.

Why is Big Brothers Big Sisters data so critical?

"Interviews with our children, families, and volunteers, background checks, references—that's all extremely confidential information. We have to be able to capture that data at any given moment and have immediate access. We also need to know that the data is in a secure place. Legally, that's enormous."

– Mary Victor, Executive Director, BBBS of the Black Hills

Beyond the issues at their primary Rapid City location, BBBS also needed to connect two satellite offices—both over 50 miles away—securely to the main server. The situation called for a top-notch server, a new carefully-chosen secure location, and professional installation and set-up.

Select Partner



"HP servers deliver the security we needed for this solution along with scalability to expand in the future. HP ProLiant technology helped us create a redundancy that would significantly reduce downtime."

– Dianna Michelson, Sales Manager, The Technology Center

Learn more about how the Technology Center and HP lent a hand to Big Brothers Big Sisters of the Black Hills.

For THE SOLUTION turn the page. ➔

THE SOLUTION

Thanks to a successful bid for a federal capacity-building grant, Big Brothers Big Sisters of the Black Hills found the funds it needed to properly upgrade its technology. They were even able to add some exciting new office features that will benefit the whole community.

The Technology Center provided a new HP server, redundant power supply, and significantly enhanced performance and memory. The whole system was moved to a locked location with secure access (including secure phone-line connections to the two satellite offices).


Thanks to the size of the grant, Technology Center's solution also included updated software licenses, an HP document scanner for the office, and all connections for a new multi-media conference room available free to anyone in the community.

HP PROLIANT ML350 G6 SERVER

Best-in-class availability,
unsurpassed flexibility



- Easily expands to support new users, locations, external storage, and backup
- Redundant power, fans, memory and disk options
- The latest Intel® Xeon® processors and QPI technology

Select Partner  HP expandable servers deliver decades of engineering and integration experience designed to speed the implementation of new business computing technology. The Technology Center is an HP Networking Select Partner, offering supreme technical expertise and certified service.

HP provided the hardware that formed the foundation of the Big Brothers Big Sisters solution.

Server: HP ProLiant ML350 G6 Server (Tower)

Processor: Intel® Xeon® E5620 Quad-core Processor, 2.40 GHz

Memory (4): HP 2GB 2Rx8 PC3-10600R-9 Memory Kits

Drives (6): HP 300GB 6G SAS 10000 RPM (2.5 inch) Hard Drives

Power: HP T1500 G3 Uninterruptible Power System (UPS)



Big Brothers Big Sisters is the oldest, largest, and most effective youth mentoring organization in the US. For more than 50 years, BBBS provides trained adult volunteers for one-to-one relationships with children, new mothers, and teen mothers. BBBS of the Black Hills serves over 1,000 volunteers, children, and their family members every year. Its annual bowling fundraiser set a new record in 2011, raising over \$94,000.

"Last year we were chosen one of the top three small agencies in the United States. And part of that is we have worked very hard to keep up with technology. That's been a big financial challenge, responsibility, and success."

– **Mary Victor**, Brothers Big Sisters of the Black Hills



Learn more about the amazing work of Big Brothers Big Sisters of the Black Hills and support their efforts through volunteering or donations:
www.bigmentors.com

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