



Boys and Girls Home  
and Family Services, Inc.

## CASE STUDY

# IT partnership builds a foundation for the future

### Challenge:

- Client lacked dedicated IT staff to manage daily support
- Critical security measures were required to protect sensitive data
- Needed a reliable partner to manage technology aspects of a move

### Approach:

- Assumed daily IT operational responsibilities
- Recommended & implemented specific security measures
- Provided technology guidance for the new facility project

### Results:



Positive online review comments increased



Successfully secured sensitive client information



Became a trusted, integral part of the "BGHFS family"

As an organization that handles sensitive client information, Boys and Girls Home and Family Services (BGHFS) needed to ensure its data was protected. Without a dedicated IT team, however, they lacked the resources needed to manage daily IT-related tasks, much less plan and implement complex security measures required to properly safeguard confidential information. In addition, they had a large facilities move planned so needed a partner they could trust to guide technical aspects. Through a referral, they turned to D2.

### Our Approach

D2 began by assuming responsibility for **daily operational IT tasks**, such as troubleshooting, system updates, and more. They set up a central help desk to assist staff members with questions or problems and worked closely with the BGHFS management team to keep it in the loop, as needed. Recognizing the critical mandate to protect sensitive data, D2 then recommended and **implemented appropriate security measures**, tailored to accommodate unique BGHFS needs. They also established 24/7 monitoring protocols. When BGHFS started plans to move to a new facility, D2 **provided technology guidance** needed to support infrastructure needs for everything from server rooms and network drops to printers, private offices, and more

### The Results

The entire BGHFS staff now has a **central resource** for help with all IT-related needs. Security measures implemented by D2 **protect sensitive data** and have **given BGHFS leadership confidence** in their ability to operate securely in today's digital environment. President & CEO Art Silva says the organization is now in "great shape," compared to where it was previously and credits D2 efforts. D2 is considered "part of the BGHFS family" and BGHFS leadership looks forward to the next decade with D2 as their **trusted technology partner**.

