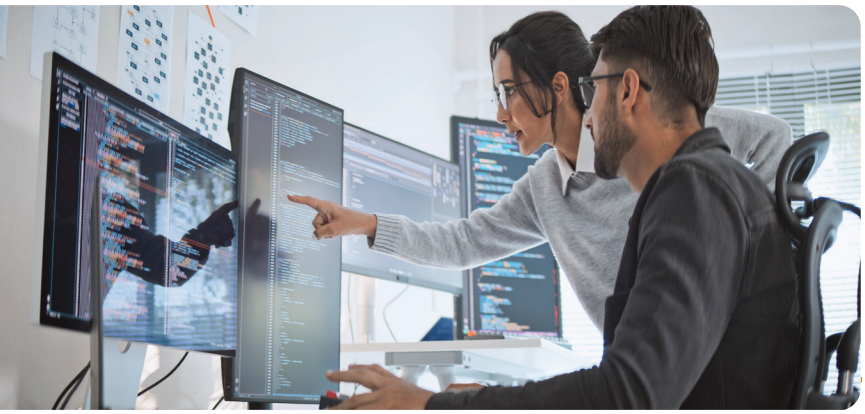
Endeavor IT

Your IT Partner in Every Endeavor

CASE STUDY: DISTRICT HEALTH DEPARTMENT #10



COMPANY OVERVIEW

MDHHS Michigan Department of Health & Human Services

Industry: Public Health

Location: Cadillac, MI – Serving 10 counties with over 30 locations.

District Health Department #10 (DHD10) is the largest public health department in Michigan, dedicated to supporting the health and well-being of the communities it serves. With a comprehensive range of services - including urgent care for schools, behavioral health resources, environmental health initiatives, immunizations, and family planning - DHD10 plays a crucial role in addressing the health needs of over 261,000 residents across ten counties.

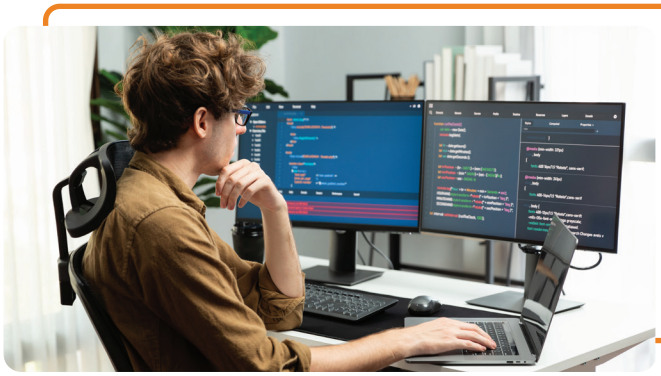
Operating from ten main offices and 19 satellite locations, often situated within schools, DHD10 ensures that vital health services are easily accessible to the populations they serve. This large service area requires a robust and efficient IT infrastructure that supports seamless communication and coordination among their teams. DHD10's staff includes a significant number of mobile professionals who provide critical health services directly within the community, often traveling to remote areas to deliver care where it's needed most.

To effectively manage these operations, DHD10 faces unique technological needs, including secure data management systems, reliable communication tools, and efficient, dedicated support for a high volume of support requests. Their commitment to complying with stringent health and compliance regulations, such as HIPAA, requires them to maintain a strong cybersecurity posture and implement comprehensive IT solutions. The ability to quickly and effectively address technical issues directly impacts their service delivery and the health outcomes of the communities they serve.

For over 20 years, DHD10 has partnered with Endeavor IT to enhance its IT infrastructure and ensure the smooth delivery of their essential services. This collaboration has enabled DHD10 to navigate the complexities of public health technology, ultimately improving access to care and supporting the health of Michigan's communities.

CHALLENGES

Before partnering with Endeavor IT, DHD10 struggled with an overwhelmed internal help desk, leading to delays in addressing user needs and hindering the completion of important IT projects. The vast geographic area DHD10 covers required significant travel for their internal IT staff, making it increasingly challenging to manage all IT issues effectively. This travel burden strained resources and limited their ability to respond quickly to technical support requests from staff across multiple locations. Recognizing the need for a solution that could alleviate pressure on their internal team, DHD10 turned to Endeavor IT for support. Around 11 years ago, Endeavor IT led DHD10 through a seamless transition to Microsoft 365 cloud services, highlighting the advantages of collaborating with an external IT provider.



CHOOSING ENDEAVOR IT

DHD10 chose Endeavor IT for its Co-Managed Support Desk services after evaluating multiple options. What stood out was Endeavor IT's ability to act as a one-stop shop, providing a range of services including wireless access points, network equipment upgrades, Microsoft 365 implementation and maintenance, and enhanced security posture.

IMPLEMENTATION & SOLUTION

The journey to transforming DHD10's IT capabilities began with the implementation of Endeavor IT's Co-Managed Support Desk. DHD10's internal team, often overwhelmed by a flood of support tickets, found relief as they could now offload the overflow to Endeavor IT's dedicated professionals.

One of the standout features of this collaboration was the integration of ConnectWise, a powerful tool that revolutionized remote desktop support. With ConnectWise, both IT staff and general users could swiftly connect to resolve issues, making troubleshooting and issue resolution more efficient than ever before. This new capability ensured that support was available when it was needed most, and the transition occurred without disruption to DHD10's daily operations.

Through this 20+ year partnership, Endeavor IT provided a full suite of services tailored to meet DHD10's diverse technology needs:

- **Co-Managed Support Desk:** Supplemented DHD10's internal help desk by managing overflow tickets, allowing the internal team to focus on strategic initiatives.
- **ConnectWise Integration:** Allowed for efficient remote troubleshooting and issue resolution, enhancing support responsiveness.
- **Microsoft 365 Implementation:** Streamlined collaboration and productivity across all offices by moving operations to the cloud.
- **Data Backups:** Ensured the safety and security of critical data, in the event of a disaster.
- **Network & Infrastructure Upgrades:** Enhanced overall IT performance, connectivity, and reliability.
- **Cybersecurity:** Strengthened defenses against potential threats, safeguarding sensitive health information.

This collaborative effort not only streamlined operations at DHD10 but also paved the way for a more resilient and effective IT environment, ultimately benefiting the communities they serve.

RESULTS & BENEFITS

From the moment the Co-Managed Support Desk was implemented, DHD10 experienced noticeable improvements in operational efficiency and productivity. The once-overwhelmed internal IT team, now supported by Endeavor IT's expertise, could shift its focus to more strategic initiatives. With faster ticket resolutions and less downtime, DHD10's daily operations began running more smoothly, and the overall user experience improved significantly.

The integration of ConnectWise played a pivotal role in this success, empowering both IT staff and general users to resolve issues remotely and quickly. As a result, not only did the internal team become more effective, but DHD10 also saw a substantial increase in staff satisfaction. The ability to address issues in a timely manner meant that technical roadblocks were no longer slowing down critical projects, ensuring the department could better serve the communities relying on them.

> *"This has been a great relationship, one that works very well for DHD10, and I hope also for Endeavor IT." – Dawn Fisher, MIS Professional*

IMPACT

Faster Ticket Resolution: Downtime was minimized, resulting in a smoother user experience for both IT staff and end users.

Enhanced Focus on Projects: The internal IT team could now prioritize high-impact tasks, boosting productivity.

Timely Updates and Notifications: Communication around security and system updates became more proactive, keeping the team informed and ready for anything.

Integration with ConnectWise: Remote troubleshooting became more efficient, allowing for quicker issue resolution.

Top-Tier Customer Support: DHD10 consistently received reliable, high-quality support, strengthening their operations and presence in their communities.

CONCLUSION

The collaboration between District Health Department #10 and Endeavor IT has been a testament to the power of alignment in values and shared goals. Through the Co-Managed Support Desk, Endeavor IT has consistently delivered exceptional service, lightening the load on DHD10's internal IT team and allowing them to focus on mission-critical projects. By integrating tools like ConnectWise and providing dependable support, Endeavor IT played a pivotal role in elevating DHD10's operational success.

This partnership goes beyond just IT support—it's built on a deep understanding of DHD10's commitment to the health and well-being of its communities. Endeavor IT aligned its efforts with DHD10's mission, ensuring that every solution provided enhanced its ability to serve. By focusing on DHD10's specific needs and customizing the approach to address their unique challenges, the two companies developed a partnership based on trust, collaboration, and exceptional results.

Your team has really been great! You just know our staff and our IT issues so well. I've never experienced a tech I didn't like!" – Dawn Fisher, MIS Professional