



Netwise Resources, LLC Case Reference

Connect2Help enhances business critical IT capabilities

Customer: Connect2Help
Web Site: www.Connect2Help.org
Customer Size: 50
Location: Indianapolis, IN.
Industry: Nonprofit

Customer Profile:

Connect2Help facilitates connections between people who need human services and the organizations that provide them.

Software and Services:

- IT in a Box Managed Support
- Data Center Support
- IT Service Desk
- Microsoft Server Applications

Hardware:

- Support for existing hardware and systems
- Dell Systems

For More Information Call:
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317-275-3310

“For a fraction of the cost of adding one employee, Netwise Resources' IT-in-a-Box' support program has given us peace of mind and the ability to offer new services to the community”

*Lynn Engel, President and CEO
Connect2Help*

The Challenge

When someone needs help, either to arrange assistance for an elderly parent, needing to find affordable housing or even maybe victim of domestic violence. The first question is where do I start?

By dialing 211, the next step becomes much easier. Connect@Help is available 24x7 to assess clients needs, determine the best options for assistance, and to provide information on community organizations that are equipped to help.

Since 2000 the number of call recieved by Connect2Help has increased by 450%. The number of crisis calls is more than four times the original projections. Incoming calls for basic needs including housing, food, and employment continue to increase. The ability to handle these increases and maintain a high quaility of sevice can be a difficult challenge.

"The efficient integration of the people, voice systems, and IT are critical to the success of our mission. The organization lacked in the area of IT capability. We needed IT knowledge and manpower to make all of the pieces work together. Of course, we are publicly funded and face budget restraints that we felt limited our abilities to solve this problem."

The Solution

Netwise Resources IT in a Box. This solution has provided Connect2Help with the ability to manage and support the integration of information technology with our call center and human assets. We are now able to enjoy an 'entire IT department' at our disposal for less than the cost usually associated with a single full-time employee.

The Benefits

For a fraction of the cost of a full time employee, Netwise Resources' IT in a Box support program has given Connect2Help peace of mind and the ability to offer new services to the community. Our expanded IT ability allow us to increase our

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Information Worker Solutions

About Netwise Resources, LLC:

Netwise Resources is a comprehensive IT service provider and solutions integrator specializing in services, hardware, and software for all of your imaging and information technology needs. Our partnership philosophy is the key to implementing solutions that give each client an edge in today's ever-changing business environment. Netwise partners with your business to help you create a competitive advantage. Netwise partners with the leading manufacturers of copying, document imaging, IT hardware and software products to provide you with best practice, best in class IT solutions. Complete, customized network services and IT support from one source.

OUR PEOPLE DELIVER

Netwise Resources team of business consultants and technical engineers are results-oriented professionals. We provide the people behind the technology. We strive to understand your business and your customers. We partner with you to design, implement, and manage the information systems that become the lifeblood of your business.

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productivity and to provide reliable and consistent results for our clients. With the help of Netwise Resources, we will continue to increase the number of both individuals and families who are able to achieve greater levels of self sufficiency.

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Lynn Engel, President and CEO