

Ezenia! Provides Easter Seals IT with a better more efficient way to communicate using MxM Secure.



“When it comes to real time communication and collaboration, MxM Secure is the only solution to meet our compliance and privacy needs. It's just icing on the cake that Ezenia is such a responsive and agile provider of an elegant solution to keep our distributed workforce productive.”

- Tammy Mickelson

Vice President of IT, Easter Seals NH



KEY HIGHLIGHTS

INDUSTRY: NON-PROFIT ORGANIZATION

SERVICES

- Adult Rehabilitation
- Camping & Recreation
- Children & Youth Services
- Senior Services
- Special Education
- Special Transit Service
- Vocational Services

RECOGNITION

Easter Seals NH is an active organization including NH, VT, ME, RI, NY and the Harbor Schools programs in Massachusetts. It is recognized as the most progressive and diverse Easter Seals nationally.

In 2009, Easter Seals NH touched the lives of more than 20,000 individuals of all ages and provided \$4.4 million dollars in free and reduced-price services to children and adults in need.

The Challenges

Having a widely dispersed group of personnel, managers and subordinates find it difficult to know the location and availability of staff at any given moment. Often times, phone calls are not practical. The only solution is to physically locate the person and discuss a problem directly. Doing so cascades the availability issue for others who need to collaborate with that same individual.

Providing solutions to users is difficult when troubleshooting through a key hole. It takes a great deal more time to understand an issue when the person cannot see what is happening.

As new organizations come under the New Hampshire umbrella, getting their users on the system is no simple task. Multiple directory servers and domains can present a real headache for IT professionals

The Solution

Tammy Nicholson IT Director and Jim Pruitt MIS Director have been working closely with Ezenia on a pilot deployment of MxM Secure to help them and their staff communicate more effectively.

Using MxM secure, managers and IT professionals have real time presence and availability information of their staff. With secure messaging, key individuals are brought together quickly and can multi task while on a conference call. MxM Secure desktop sharing provides them the capability to troubleshoot problems and demonstrate a solution visually in real time. Other personnel can be brought in to help with just a few mouse clicks.

MxM Secure supports synchronization of multiple Active Directory and sunOne Directory servers simultaneously. OU and group membership are maintained and users still authenticate with domain credentials. This eliminates the time consuming and tedious task of adding and managing users in more than one place.

MxM Secure also provides audit trails of events and dialog that can be used in post mortems and process discussions to improve procedures.