

New Horizons Youth and Family Center Outsources its IT Functions to BSSI. BSSI Makes IT EZ!

Always Ready... Always Near.....

We are so blessed to have New Horizons Youth and Family Center (NH) in Fairfield County. NH is a private, non-profit community mental health center that was incorporated by a group of community leaders in the early 70's who were concerned about drug abuse. Since that time, NH has evolved into a comprehensive mental health center serving approximately 4,000 individuals annually from all walks of life and of all ages. Nearly one half of all Americans will suffer from a mental health or substance abuse disorder in their lifetimes. People you love-even you- are certain to be affected in some way by these disorders, which touch lives in all genders, ages, races, classes and creeds. At your moment of crisis, NH promises to be always ready and always near.

Our IT department was stretched 20 different ways at once....

With over 80 computers and 3 locations, that is no easy feat. NH prides itself on building a solid computer infrastructure to support its services and business processes. Per Tony Motta, NH CEO, "Our IT department staff of two was a cause of concern because they were stretched twenty different ways at once so we were not progressing to the point we would like. We found they were so jammed up with so many duties, it was causing some frustration among the staff and inefficiency for the entire organization." NH is in the process of implementing an electronic medical records system, as well as other automation initiatives.



"It is the right service at the right time and it works! I don't think we can get the level of services we're getting for the price we are getting it for anywhere else and I don't think we could have hired a staff person who could have provided the breadth of expertise and the level of service you are providing."

Tony Motta, CEO, New Horizons Youth and Family center (www.nhyfc.com)

When one of NH's IT staff resigned, NH was faced with the decision to fill the position with a permanent employee or outsource the IT department. "We were looking for a solution that not only provided basic expertise in this area, but breadth of expertise. This was important to us as we are automating more and more functions," says Tony. "Promptness in responding to staff problems, computer problems, hardware problems and software problems was also critical to the nature of our business."

NH ultimately enrolled in BSSI's IT EZ total support plan. They enjoy BSSI's help desk services from 7:30 am – 5:00 pm, emergency after-hour support, 24/7 monitoring of their network, free antivirus and unlimited services. "We were impressed with the proposal. We thought it was going to meet our needs and it was a very cost effective way of getting our IT needs better met at a more reasonable cost. We had explored recruiting another staff person before signing up for the services but felt we would be better served with the expertise of the BSSI team, as well as all of the monitoring and remote support tools they make available to us," says Tony. BSSI maintains all of the technology functions, which has freed the IT user liaison to focus on specific user needs such as report writing and application training.

Improved patient care and Lower Operating Costs

"Since partnering with BSSI, the biggest benefit is the promptness of the response time, as well as the effectiveness of the response. It is the right service at the right time and it works! BSSI helps us with everything we request. Even some things we don't request but is suggested by BSSI are all very beneficial to us and done in a timely fashion. Our staff using the services has been overwhelmingly positive about the service. I have also personally used their help desk services on pesky Microsoft office and word related kinds of problems. I pick up the phone, call and receive an immediate response and the problem is resolved. We are absolutely, totally satisfied," continues Tony.

These benefits allow NH to improve patient care, as well as lower operating costs. "We are in a tough financial climate and are being challenged left and right just like any other company financially, but we firmly believe being involved with your service has made us more efficient. I don't think we can get the level of services we're getting for the price we are getting it for anywhere else and I don't think we could have hired a staff person who could have provided the breadth of expertise and the level of service you are providing at the price you are providing it. I know it has made us more efficient and we are on a journey to continue building upon our good foundation to gain even further efficiencies," states Tony.

When Tony is asked if he would recommend BSSI, he states, "Yes - absolutely without qualification. We have an absolutely positive experience with BSSI and would recommend it to anyone who asks. We appreciate our partnership."

