

## Technology Solution: Server Based Computing and Outsourced Hosting and Help Desk Mix.

**Industry: Health Care and Wellness**

### **The Challenge:**

Provide strategic technology direction, support a diverse non-technical end user population, and update aging, piecemealed technologies to a common platform designed for growth and productivity.

### **The Client:**

Proaction Behavioral Health Alliance, a not-for-profit organization, originated from Project Rehab. Project Rehab, actively improving lives since 1968, acquired other organizations throughout the years. With several brand names now operating as an alliance, the Proaction Behavioral Health Alliance brand name was launched to unify all the service brands. In addition to the Project Rehab programs, the Alliance includes Community Treatment Centers, Life Guidance Services, EAC Employee Assistance Center, and Corporate Services. The Corporate Services division provides all day-to-day operational tasks such as accounting, human resources, fundraising, technology, and marketing for each of the divisions. This allows the service providers to better focus on advancing our mission to improve lives.

### **The Solution:**

Trivalent designed and implemented a server-based computing solution that allowed all of the separate programs to access the same IT infrastructure, applications and data. Trivalent's advanced IT infrastructure serves as the home base for the valuable data collected by the merged entities. Trivalent maintains this system supporting multiple sites with hundreds of users on a 7 by 24 basis from Trivalent's state of the art network operations center (NOC) in Grandville, MI.

In addition, Trivalent implemented our robust Service Desk to support and assist end users with their technology issues remotely – putting them back to work more quickly than ever. This, paired with our blended care FTE support team, both onsite and at the NOC, gives the client flexible, proactive support heading off many issues before they adversely affect the end users or their clients.

### **Results:**

Trivalent meets with the client through our regular Stewardship process to review the key items leading to more successful IT solutions for immediate needs as well as strategic direction to support future of the organization. After four years, Trivalent and Proaction continue to develop technology and support solutions which enable their alliance organizations continual secure access to corporate applications and data.



**Health and Wellness**

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This server based computing solution is deployed through a hosted data center providing the client with enterprise-class network operations centers that provide the redundancy, speed, security and support that the client requires.

The client successfully merged seven companies initially and continues to expand its influence by adding acquired companies to its IT infrastructure using Trivalent's custom designed, documented and deployed solution.

Through the implementation of our server based computing design – this client was able to quickly and efficiently integrate its disparate companies into one common IT infrastructure. In addition, the client was able to realize the following key benefits by deploying the solution in our hosted, enterprise class, network operations center:

- 24x7 Technical Support
- Network and Data Security
- Managed Application Maintenance
- Increased Uptime due to redundant power sources (including battery backup and generator fail over)
- Quick integration of newly acquired organizations
- Easy deployment of new applications
- Increased uptime through the integration of Trivalent's multiple redundant data centers
- Quick expansion made possible by hosting all data on Trivalent's highly redundant storage area network.

In summary, this client is able to achieve its business objectives through the implementation of Trivalent's managed and hosted data center solution. This has allowed them to improve and streamline their business practices to focus on being a leader in Behavioral Health and Wellness.



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