

Pierce County Alliance

BEFORE

- An aging server and network environment, with multiple servers that were past their useful life.
- A legacy back-up system for the organization providing essential services for the wellness of community members.
- A single dedicated IT staff member supporting approximately 130 workstations.

AFTER

- Seitel Systems designed and deployed a new server environment, moving 90% of the onsite servers to Azure cloud and avoiding a hardware capital outlay of about \$25,000+ in favor of a monthly subscription for the same services.
- Implemented a new backup system with local instant recovery and cloud storage with immutability, and created a disaster recovery plan.
- PCA now augments its internal IT staff with IT support resources from Seitel Systems, with ongoing helpdesk issue triage and regular scheduled network and security support.

BACKGROUND

The Pierce County Alliance (PCA) is a private nonprofit social-service agency that has been serving behavioral health needs since 1972. Licensed by Washington State, their team provides essential services that improve the wellness of individuals, families, and the broader community. The agency is accredited by CARF for meeting high standards of operations. PCA has a single dedicated IT staff member supporting approximately 130 workstations.

Seitel Systems came on to provide ongoing IT support, recommend strategic direction, enhance security, and upgrade outdated systems and hardware.

IMPACT RESULTS

- **Modern, Cost-Effective Solutions:** Seitel's comprehensive analysis resulted in the deployment of cloud-first server recommendations that replaced the existing, aging system, aligned the PCA with modern best practices, and avoided expensive hardware costs.
- **Optimized for Remote Work:** Server virtualization and VPN optimize the system for easy and secure remote access from remote workers.
- **Enhanced Security:** Deployed next-generation security protections across the environment and implemented file server access best practices for enhanced security software and protocols.

Seitel Systems' thorough analysis and client-needs-focused approach resulted in strategic recommendations to provide the best long-term performance, security, and cost-effectiveness for the Pierce County Alliance. The subsequent project implementation aligned the PCA's IT environment with industry best practices for performance and security. With the upgraded IT environment and ongoing support services, the nonprofit has the foundation it needs to continue serving its community reliably.

