



OfficeCare Case Study

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IT Expenditures Reduced by 44% at Roger Bacon High School

Roger Bacon High School hires OfficeCare to replace existing information technology partner resulting in 44% cost reduction and improved service levels.

Organization Profile

Roger Bacon High School is a Catholic, Franciscan co-educational high school established in 1928. The school community is comprised of 500 students and 78 faculty and staff.

Current Technology Environment

Roger Bacon's IT infrastructure consists of 9 servers playing different roles including email, domain control, terminal services, wireless management, imaging, windows updates, file sharing, anti-virus management, backups and blackbaud education management software. The environment also includes new 3Com Gigabit POE switches supporting their networking backbone. Roger Bacon has recently added an enterprise wireless solution for guaranteed wireless access to the entire campus. They have 30 thin client computers used in the Library's Media Center and over 150 desktop computers in the building used by the administration and students.

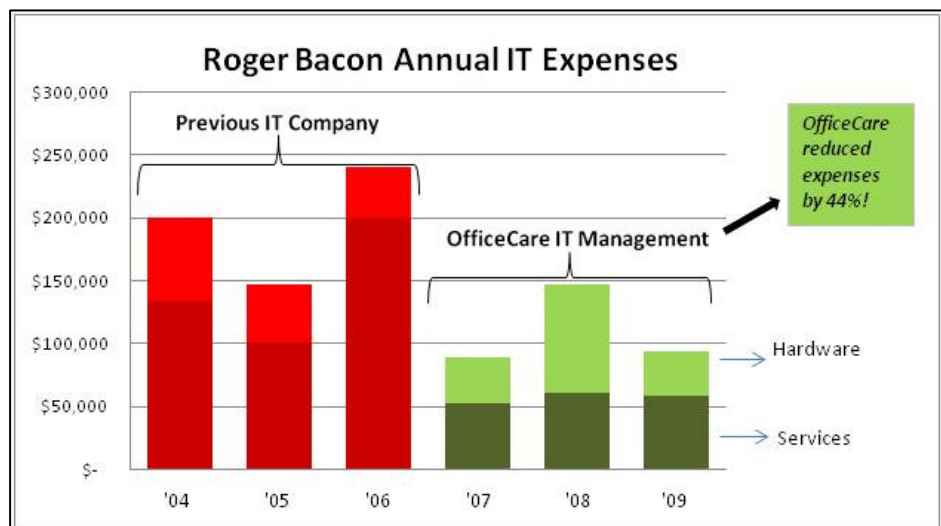
Client Problem

Roger Bacon was frustrated and unhappy with their Information Technology.

They were receiving inconsistent support from their IT provider. Their IT provider had a "rotating bench" of technicians—Roger Bacon seemed to get a new technician every few months. The learning curve associated with consistently bringing in new technicians proved to be an inefficient use of both time and money. This also prevented the formation of good technician-teacher relationships.

Roger Bacon experienced on-going aggravation associated with the pricing structure of their provider. **Their IT cost were rising faster than returns.** Anytime a new computer was added to the network, an annual charge of \$1000 was added to the service contract. In one summer, Roger Bacon, adapting to the demands of the upcoming year's student body, purchased 15 computers. Not only did they incur the expense of the computers themselves, but also the \$15,000 fee just for placing them onto their network.

Exhibit A: Expense Reduction





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OfficeCare's Solution

Roger Bacon chooses OfficeCare to replace Roger Bacon's existing IT provider due to their long-standing partnerships with numerous schools and school districts in the Greater Cincinnati area.

Since the beginning of the partnership, nearly three years ago, Roger Bacon still has the same primary Network Engineer servicing their network. There has been no technician turnover, ending the revolving bench. The consistency of having one engineer has reduced Roger Bacon's support costs and improved Roger Bacon's service levels.

Additionally, OfficeCare implemented an IT On Demand service model for Roger Bacon. With this model, Roger Bacon's IT expenditures decreased significantly, as they began paying for only what they needed and used.

Roger Bacon chose to take advantage of three services: OfficeWatch Proactive IT services, a combination of OfficeCare's Support Desk and onsite services, and OfficeCare's Project management/Implementation services. OfficeWatch, a proactive preventative maintenance and monitoring program, optimizes and prolongs the life of their network, while also mitigating potential network failures. OfficeCare's support desk and onsite services respond quickly to technical problems. Project Management and Implementation services are utilized on an annual basis, for specific projects like wireless networks implementation and the creation of new computer labs.

Expense Reduction

By switching to OfficeCare, Roger Bacon reduced its expenditures by 44%. This amounts to a savings of more than \$250,000 that can be allocated to other important school initiatives.
(see Exhibit A)

The Bottom Line

Roger Bacon is benefiting from reduced IT expenditures, while also taking advantage of increased service levels. In partnering with OfficeCare, Roger Bacon engages with highly qualified people, experiences more accessible technology, and enjoys reduced costs.



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