

Making Services a Certainty in Uncertain Times: A Case Study

How Directive Brought Direction to Pathfinder Village, Just in Time

Meet Pathfinder Village

As a residential facility built to support the needs and emphasize the talents of those people living with Down syndrome and other developmental disabilities, Pathfinder Village has a long history of helping to foster value and independence amongst those individuals who live there so, as they say, "...That each life may find meaning."

Approximately 80 residents make up their community, spread amongst 12 different homes, and enrolled in an on-premise school. Of course, keeping such an endeavor operational requires quite a few moving parts.

With a team of about 220 people working together to serve families and school districts around New York State, no shortage of technology is needed to keep it all afloat.

Technology Plays a Crucial Role for Pathfinder Village

Considering how many of Pathfinder Village's essential processes rely on technology solutions, this could create some serious issues if left unresolved. After all, due to the nature of its many services, electronic medical records play an important role for the village. This means that the tenets of the Health Information Portability and Accountability Act (HIPAA) apply to them. In addition, Pathfinder Village relies on many of the same communication solutions that most businesses do—largely, email.

In short, the IT team present at Pathfinder needed help.

Fortunately, Pathfinder Village Had a Nearby Resource to Lean On

Thanks to a lead from a team member's relative, Pathfinder Village was directed to seek the services of Directive. This word-of-mouth recommendation proved fruitful and fortuitous.

What Directive Discovered

Once onboard, Directive quickly discovered the crux of Pathfinder Village's issues—the different priorities outlined by their shifting internal IT leadership had created a disorganized and disjointed network.

Pathfinder Village Was Put on Course

Springing into action, Directive began overhauling their entire network infrastructure to better support the needs of 14 campus locations to support over 20 locations and trimming extraneous service agreements to the tune of \$26,000 over three years. Installing new servers and incorporating standard cloud and backup services, Directive introduced updated security concepts and solutions. Endpoints would be monitored, the Dark Web would be scanned to locate any breached information, and their team members were trained to better spot phishing and other potential threats

When COVID Struck, Pathfinder Village Had a Means of Adapting

Fortunately, Pathfinder Village started their relationship with Directive at about the time the COVID-19 pandemic was really starting to impact businesses in the area, which allowed them to more effectively shift to the methods needed to sustain their critical operations. While some delays were unavoidable due to the situation, the MSP was able to keep their projects on track and deliver what was needed. As remote operations were suddenly critical, Pathfinder Village needed to offer remote instruction as well as telehealth services to their residents in order to ensure their safety—something that the Directive team's solutions were able to facilitate. As a result, the absolutely critical services that the community provides to its residents continued unhindered.

A Year Later, Pathfinder Village Has No Complaints

With an active working relationship, supplemented by regular weekly visits to the campus, Directive has been able to support Pathfinder Village and the community of residents and employees. The facility has seen their security increase as their investments have leveled out and stabilized. According to Chief Financial Officer Caprice Eckert, she would find it challenging to manage the department without their assistance.

With Directive's support, many of these responsibilities have become a non-issue. Thanks to the open relationship that the managed service provider maintains with the facility, Pathfinder Village trusts the MSP to direct them to best practices before simply boosting the "latest and greatest" solution. It is this level of trust and transparency (along with the value that has been provided) that has led Pathfinder Village to trust Directive with its essential IT, and to encourage others to do the same.

If you're looking for an IT provider who can help you resolve your company's technology needs or issues, consider Directive. Our expertise is only a phone call away!