

# smartsolutions

Providing Trusted, IT Solutions for Your Business

We **EMPOWER** people to  
maximize their **INDEPENDENCE**



## G & G Living Centers, Inc.

G & G Living Centers provides housing, programming and a meaningful life for the developmentally disabled residents of northeast Iowa.

G & G Living Centers, Inc. was founded in 1992; previously, these children were placed in distant facilities due to lack of available services in Clayton County. G & G has since expanded to include support services to the special needs populations of nineteen Iowa counties.

G & G Living Center, Inc. owns and operates six intermediate care facilities and eleven waiver homes in addition to the corporate office, activity centers and the Garments & Goods stores.

G & G has embraced technology in its growth, developing initiatives for both clients and staff. Each G & G site is connected to the core network, supporting almost 50 laptops and desktops in addition to printers and network hardware.

The staff at ITS monitors the network 24x7x365 through an appliance called BOB (Backup and Observation Box). BOB is a server dedicated to data backup and network monitoring. In the event of a network issue, ITS is notified via BOB's alert system and begins to develop a solution immediately.

G&G's managed services contract with ITS also provides a help desk ticket system that allows users to notify the Solutions Analysts at ITS with questions, issues and requests for services.

Reimbursements from government entities and private insurance companies requires G & G to maintain a strict monthly budget. Managed IT Services through ITS offers a pay-per-seat plan that keeps their IT budget simple and predictable.

Managed Services through ITS equips G & G with data, tools and training to ensure success with their clients and their technology.

### G & G Living Centers

3 communities

1700 clients

19 counties

#### Challenge:

G&G wanted to increase the robustness and security of the network and prepare for future additions. They also needed to access files remotely from offsite and any network location, and sought a consistent monthly fee for managed services to meet budgeting requirements.

#### Solution:

robust network  
BOB  
managed services  
help desk portal  
staff at ITS

