



Executive Summary

The Presbyterian Homes Inc
Continue Care Retirement Community
High Point, North Carolina 650 employees

Business Challenge

- Evaluate Organizational IT Systems
- Streamline Management Efficiency
- Improve Network Security

The Solution

- Business Technology Assessment
- Detail report on IT Needs
- Clear Picture of customer's systems

Business Results

- Increase in productivity and end user experience
- Better prepared for Disaster situations
- Enhancement in IT Operational Efficiencies



The Presbyterian Homes contracted with Bald Eagle Technologies to provide a Business Technology Assessment

Business Challenge

As an organization that relies heavily on network and technology applications to drive business operations and efficiency, The Presbyterian Homes asked Bald Eagle Technologies to evaluate organizational IT systems in order to streamline management efficiency, improve network security, and drive staff productivity.

The Solution

To help achieve these critical business goals, "We engaged Bald Eagle Technologies to perform a Business Technology Assessment in order to give our company a scorecard to determine where we stood with our information technology (IT) system. We got that and more." stated Tim Webster, President of The Presbyterian Homes, Inc.

Bald Eagle Technologies performed a Business Technology Assessment (BTA). The BTA evaluated and benchmarked The Presbyterian Homes, Inc. current network configuration and technical operations against the Bald Eagle Technologies "experience base" of carefully documented IT best practices and recommendations.

A business technology assessment verifies that network services remain in alignment with evolving business objectives. In addition, business technology assessment ensures that existing network technology investments are being fully leveraged and are following best practice design, setup and management methodologies. Finally, reviewing organization-wide technologies on a regular basis helps to maintain and grow The Presbyterian Homes competitive edge as business technology is constantly evolving.

"We received a report that gave us a very clear picture of our system when looking at it from an infrastructure, applications, services, operations, security and user standpoint. In that report, we were shown our strengths, weaknesses and opportunities in each area. The opportunities were further prioritized by those that were of high, medium and low priority. The assessment gave us a much clearer vision, not only of where we were from an IT standpoint, but what we needed to do to go to the next level with our system," said Webster.

Key areas of The Presbyterian Homes IT that were reviewed via the Bald Eagle Technologies BTA included the following:

- Infrastructure
- Security
- Performance
- Utility
- Operations

Business Results

As a result of BTA findings The Presbyterian Homes, Inc. made an investment to improve their Disaster Recovery (DR) plan by placing a redundant VOIP System in a second location and engaging with Bald Eagle Technologies to further detail their DR plan.

Webster went on to say, "We were so pleased with our assessment, that we not only asked for proposals to accomplish our high priority opportunity areas, but we eventually made the decision to outsource and partner with Bald Eagle for all our on-going IT needs. They have been very professional, proactive and customer service oriented in all of their engagements with The Presbyterian Homes, Inc."



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