directive

How to Keep Your IT from Going to the Dogs (and Cats): A Case Study

The Benefits the Susquehanna SPCA Has Seen By Partnering with Directive

Meet the Susquehanna SPCA

Back in 1917, Mrs. William T. Hyde and a collection of other concerned individuals founded the Otsego County SPCA, housing the stray animals under their care in assorted veterinary offices. Just over 100 years later, and after a few moves, rebrands, and renovations, the Louis Busch Hager Animal Shelter stands. The remodeled former motorcycle repair shop now serves as the Susquehanna SPCA's base of operations, caring for homeless and abandoned animals before finding the forever homes they deserve.

Susquehanna SPCA

330 Pony Farm Road Oneonta, NY 13820   ●   **(607) 433-2200**

Technology is Needed to Accomplish this Mission...Technology Which Needs to Be Supported

Just ask Executive Director Stacie Haynes—her days are entirely spent on either her phone or her computer, managing over 20 people as they work to care for the animals they house. This reliance on technology makes it particularly important that they have the support they need to ensure that their IT works as expected. As Haynes puts it, they wouldn't be able to do what they do without technology.

For years, the Susquehanna SPCA relied on a small IT provider for their technology services, calling them as needed and having a technician come to the shelter to fix any issues they were experiencing. However, when their IT provider was purchased, the provider's services changed to no longer meet the needs of the shelter—particularly as the shelter was in the process of moving into a new facility.

In light of this change, the former provider actually referred the Susquehanna SPCA to a local IT service provider: Directive.

Directive Jumped in to Provide Assistance

With the Susquehanna SPCA's new construction project, there was some networking that needed to be done in order for the shelter to have the infrastructure they would require. Directive was able to complete this networking without incident, implementing a fully backed-up server and network cabinet, running the requisite wire and installing both a phone system and a security camera system within the facility.

The Susquehanna SPCA has since found the ticketing system used by Directive to be helpful as well, as it gives them insight into what has been going on with their technology services, in addition to the preventative maintenance that is provided. Admittedly, the introduction of the ticketing system introduced a bit of a learning curve for the shelter, but they know that help is also just a phone call away.

Directive has also introduced the Susquehanna SPCA to Microsoft Online, which has provided the shelter with serious value through its anytime, anywhere access to their software suite.

Directive's Responsiveness is Particularly Appreciated
Haynes made a point of highlighting how promptly she has come to expect the Directive team to take action, and how much she appreciates this haste.

> *We're not IT people, so when we have an IT situation that we don't understand it's like the end of the world, because we freak out. We do very much appreciate the calmness that Directive folks have in working with us, and working us through our issues.*

— Stacie Haynes, Executive Director of the Susquehanna SPCA

All in All, the Susquehanna SPCA is Pleased with Directive's Services

Haynes and the rest of the team at the shelter have appreciated how, since partnering with Directive, they have not experienced any network outages or other hiccups, which Haynes assumes is due to the preventative remote monitoring and maintenance that is provided. In light of all this, Haynes would recommend that a sophisticated business looking to invest in the best IT services in the area should turn to Directive.

If you're looking to follow her advice and embrace the benefits of fully managed IT, give Directive a call today at (607) 433-2200, or learn more about their services by visiting directive.com

About Directive:

We specialize in delivering enterprise-grade IT solutions tailored to the needs of small and medium-sized businesses in and around Oneonta. With over thirty years of experience, we've become a trusted partner, empowering our clients with the technology and expertise they need to excel in a competitive world. Our mission is simple: to make IT accessible, reliable, and a driver of success for every business we serve.

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