DynaSis

Habitat for Humanity Partners with DynaSis for Over a Decade for Their IT Support

The Client

Habitat for Humanity is a global nonprofit housing organization with a location based in Atlanta. Habitat for Humanity works in local communities across the US and in approximately 70 different countries. They bring together families, volunteers and resources to build affordable housing and eliminate substandard housing in low income areas.

The Challenge

Over a decade ago, before Habitat for Humanity was working with DynaSis, they were having issues with their previous managed service provider. They were not receiving the response time that was needed for their IT issues. The communication and reporting that they expected was not happening. It was time for them to find a managed service provider who could hold up to their expectations and help run their IT environment smoothly. Habitat for Humanity reached out to multiple providers to figure out who would be the best fit for what they were looking for.

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>
> -Aaron Sibley, Habitat for Humanity, Site Design and IT Project Manager

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The Solution

The DynaSis team visited Habitat on site and ran a network and security assessment. Once this was reviewed and analyzed, Chas Arnold, DynaSis EVP/Principal, met with the CEO of Habitat for Humanity and explained the process that DynaSis could put in place for them to help things flow more smoothly and efficiently. Habitat for Humanity was pleased with what DynaSis could offer in terms of IT support, partnership and communication.

"Habitat for Humanity has been a great customer since day one. We enjoy working with their staff. We want our customers to be able to focus on running their business while we manage their IT. We make sure to go the extra mile to ensure that," said Arnold.

The Results

DynaSis has been working with Habitat for Humanity since 2005. Aaron Sibley, Site Design and IT Project Manager, has enjoyed working with DynaSis and feels that DynaSis acts in a proactive manner to bring issues to his attention before they become problems. "Because of this we almost always have a solution in place long before it is needed. Everything that I have ever used DynaSis for, both collaborations and big projects, have run very smooth and on time," said Sibley.

Habitat for Humanity appreciates the fact that they have a designated Technical Account Manager who has a hands-on approach to their account on a daily basis. Plus, the 24/7 support from DynaSis engineers helps keep their end users in good hands when any issues may occur.

Aaron Sibley, Habitat for Humanity, Site Design and IT Project Manager

"Our ongoing service with DynaSis is great. My team enjoys working with both the onsite technicians, as well as the voices on the phone. Implementation of services has always gone smoothly because when problems arise the team is already in place to quickly fix said problems," said Sibley. "Let's be honest, if you are considering working with DynaSis than you have already made a series of good decisions. I recommend following through and creating this partnership, it will make your IT run smoother and your end users will thank you."

DynaSis is an Atlanta IT services and cloud computing provider for small and mid-sized businesses. All of our solutions focus on helping companies achieve the three IT necessities of the modern business – availability, security and mobility. We specialize in on-demand and on-premises managed IT services, managed cloud infrastructure, desktops and backups, and professional hardware and equipment installation. For more information about DynaSis' IT support and services, visit www.DynaSis.com.

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