



**Deborah Riddle**  
Executive Director

**About Elizabeth Fry Society**

The Elizabeth Fry Society (EFS) Peel-Halton works with women who are at risk or are in conflict with the law by providing coping strategies and opportunities to help build confidence and guide them to be productive and empowered individuals.

**BSC Solutions Group Ltd.**

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## Social Services Agency Finds the Proactive IT Advice, Professionalism, Friendly Service, and Consistency They Were Seeking

**The Search**

When searching for a new IT support company, Deborah Riddle, Executive Director, knew she didn't want a single individual as this was not a good experience in the past. She also didn't want a very large IT support company for fear of not being a priority or getting the attention they were seeking. She preferred a company in the mid-range. She had heard good things about BSC Solutions Group from other colleagues so included BSC in her short list. Deborah ultimately chose to hire BSC. BSC made a commitment to meet regularly and to proactively push EFS along in getting their IT systems updated. The level of service offered seemed appropriate for their needs. Deborah liked that BSC is local and works with other social service organizations, so understands their specific IT issues. That made Deborah feel comfortable.

**The Experience**

Since taking over the monitoring, maintenance and support of EFS's computer systems, Deborah says, "The (BSC) staff have been extremely professional and responsive. Any time I have spoken to any of BSC's employees, they have been polite, they are generous with their time, they explain, they are not rude, they're not rushing me, they follow up; which to me is actually quite tremendous in regards to having that type of engagement." According to Deborah, she can give a number of examples where BSC has gone the extra mile in the services they provide. During the first year of working with BSC, EFS moved their offices. A lot of the work BSC did in preparing for the move, including cabling the new offices, had to be done on tight timelines. According to Deborah, "You (BSC) were great in helping us through moments of crisis or chaos where we were asking for something a little bit extra; you were able to do it for us."

**The Benefits**

One of the benefits of working with BSC, according to Deborah is that her staff are happy. She says, "For me, having 75 staff that are happy and I don't hear the complaining; that is huge. My staff enjoy talking to the BSC staff. They're friendly and engaging". Other benefits of working with BSC as stated by Deborah have been the consistency in the people she has been dealing with and having someone to strategize with in areas such as program needs, with questions like "Can you do this?" or "How do we do this?"

"BSC were great in helping us through moments of crisis or chaos"

**The Challenge**

In the spring of 2014, Deborah Riddle, Executive Director of EFS Peel-Halton, began looking for a new Managed IT Services company. She was unhappy with her current support company as they were not providing the IT education and guidance she had hoped for. There were no regular IT review meetings as promised and there was a lack of stability within the company. This resulted in frequent changes in their contact people which meant no consistency as far as understanding their IT needs.

