

# Fruit Cove Baptist Church Increases Outreach by Implementing New Technology



- 2100+ Members
- Kiosks to Increase Efficiency & Track Attendance
- WiFi across multiple buildings
- Client Since 2004



## SUMMARY

Fruit Cove Baptist Church began in 1979 as a small group of individuals, meeting in homes in and around the Fruit Cove area just south of Jacksonville, FL. Over the next few years, Fruit Cove Baptist experienced significant membership growth and soon began construction on their first physical building. Within another decade, the church campus had grown to encompass multiple buildings, community outreach centers, a preschool and a gym. Today Fruit Cove Baptist Church is home to over 2100 members and continues to grow to meet the community's needs.

To effectively and efficiently provide the community with its myriad services, Fruit Cove Baptist's leadership knew they would need to utilize many types of technology. As the church grew, church leaders began to recognize the need for professional IT services and, after consulting with colleagues from other churches, contacted 4QuartersIT. This Case Study examines how 4QuartersIT has worked for 15 years as a trusted partner with Fruit Cove Baptist to help them address and overcome their technology challenges, expand their community outreach, and continue to positively impact the community and the world.

## CUSTOMER OVERVIEW

Fruit Cove Baptist Church is affiliated and a member of the Southern Baptist Convention. The church serves a membership in excess of 2,100 with ministries including but not limited to SportsLife, an onsite PreSchool as well as Local & International Missions. Student, Men and Women's ministries are also a primary focus of the church. These programs allow Fruit Cove Baptist Church to minister all ages in the surrounding community.


## BUSINESS SITUATION

Since its inception in 1978, Fruit Cove Baptist Church has seen many phases of campus growth, renovations and new construction. Originally the church's entire IT network was limited to 2 trailers and a few employees. With the expansion of a newly constructed family life center, came the need for connectivity between the trailers and the new facility using fiber-optic cabling. It was during this time that the church's dependency on technology began to increase and a need for an outsourced technology partner became a necessity. Church growth isn't always easy to predict and the leadership at Fruit Cove Baptist recognized the critical need to partner with a technology company as a trusted advisor dedicated to their church mission and goals by helping them plan for the future.

Fruit Cove Baptist selected 4QuartersIT citing the longstanding company expertise, customized offerings and client commitment. After learning the specific needs and goals of the church, 4QuartersIT designed a plan to support 40+ employees which included a new multi-server solution, cloud backup & data protection solution as well as a network connectivity plan with regular maintenance, security and optimization services.

**"4QuartersIT has been our managed IT partner for a number of years. Their reputation, their personalized attention and focus on prevention as well as remediation has led us to continue that partnership with them."**

**Executive Pastor  
Fruit Cove Baptist Church**



4QuartersIT orchestrated underground fiber-optic cabling connectivity as well as the relocation of the network infrastructure to the multi-story, 18,000-square-foot family life center.

Most recently an administration building was necessary to accommodate the church's business operations with approximately 40 staff and therefore the network required additional expansion and connectivity. This brought new challenges to the network as the admin building was located across a public road, however, 4QuartersIT's expertise was able to solve this challenge as well with an extension of the existing fiber-optic network.

With expansion, it is common for churches to face technology challenges such as maintaining a secure and efficient network, implementing a dependable backup strategy, providing an electronic check-in for children's programs to ensure safety and achieving a seamless wireless network from building to building. Fruit Cove Baptist was no exception to these challenges.

4QuartersIT was able to help Fruit Cove Baptist realize a dependable and secure network with the utilization of firewalls, anti-virus and anti-spam among other industry leading tools. In addition, 4QuartersIT was able to assess the overall network health by deploying the 4QuartersIT NSA (Network & Security Assessment) utility which provides in-depth analysis reporting and grading of network vulnerabilities along with comprehensive IT asset inventory.

For several years, Fruit Cove Baptist used tape backup products, gradually moving to larger and larger tape volumes over time. 4QuartersIT implemented a more robust, scalable and secure cloud backup solution. Cyber threats evolving on a daily basis created a need for a more sophisticated backup solution for servers and laptops. Fruit Cove Baptist appreciates the ability to schedule automatic backups at night to avoid disruptions during business hours and eliminate the need for slower and less dependable tape solutions. Data recoveries typically require only minutes.

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**"We feel that 4QuartersIT treats us like family. They know us as well as our business and are vested in our success, ensuring that our systems perform as desired to enable us to conduct our ministry without concern for technology infrastructure."**

Executive Pastor  
Fruit Cove Baptist Church


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## ENVIRONMENT

- Multiple buildings spread across large campus
- Thousands of members and growing
- Several areas requiring wifi access for staff and guests
- Critical membership data/financial data

## 4QuartersIT SOLUTIONS OFFER

- Network Security using best practices and industry leading solutions
- Increase safety and engagement with check-in kiosks
- Seamless wireless network throughout all facilities
- Optimization of IT resources for enhanced utilization
- Secure cloud backup
- High-performance data recovery compared to tape



As the congregation grew, the church had a desire to make their children's ministry check-in and check-out safer and more efficient. 4QuartersIT provided a portable kiosk solution that was more robust and less expensive than church leadership expected. These kiosks provide a streamlined check-in process, print name tags and track attendance.

Most recently, one of the member-driven necessities of the church was to implement a seamless campus-wide wifi solution which allows church members to go from building to building without having to connect to a different network as they move throughout the campus. 4QuartersIT not only delivered a seamless campus-wide solution, but a solution that supplies connectivity to a large number of members connected simultaneously.

## SOLUTION

4QuartersIT's full menu of service offerings allows Fruit Cove Baptist to outsource their IT needs to one company rather than a fragmented management of multiple vendors. 4QuartersIT has served congregations for more than 20 years and understands the unique needs and many mission critical church applications such as ACS, Shelby and Music Suite. Emergency support teams are on call 7 days a week should churches need support outside of normal business hours.

With it's industry leading client services system, 4QuartersIT clients take advantage of network security monitoring and management, automatic security updates, project management, cloud solutions, consulting and helpdesk services in addition to hardware, software, backup & alternative server solutions.

Aside from a valuable product offering, 4QuartersIT core company values align with that of the church mission: integrity, respect & accountability to name a few. With over 30 years of experience in the IT industry, 4QuartersIT believes in technology, but also believes in people, well established relationships and positive experiences to help clients succeed.

## RESULTS

By enhancing network and data security, expanding and improving the church's IT infrastructure and implementing a modern check-in system to improve the guest experience, 4QuartersIT has provided Fruit Cove Baptist Church with more time to focus on what really matters: growing their ministry. Having 4QuartersIT as their trusted technology partner allows Fruit Cove Baptist to enjoy the benefits of having an IT solution provider who is familiar with their specific needs at a fraction of the cost associated with maintaining an internal IT department.


By partnering with an experienced IT company, Fruit Cove Baptist hired a team with collective knowledge greater than one in-house employee or IT team. The 4QuartersIT team of experts specialize across many IT landscapes. An outsourced staff with high levels

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"4QuartersIT is responsive to our needs. When we have a technical issue, they are able to give attention to rapid resolution. We have had virtually 100% uptime and have a continuous backup redundancy that means our data is secure. "

Executive Pastor  
Fruit Cove Baptist Church

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of expertise allows the church employees to work at a more efficient pace with a dependable network that is tailored to their specific needs. 4QuartersIT understands that scalability, flexibility and reliability is crucial for growing churches and stands ready to assist at hours that are most crucial for church operations.

4QuartersIT provides quality outsourced IT and has the resources to start new projects right away. Handling the same project in-house might involve weeks or months to hire the right people, train them, and provide the support they need.

Providing security and peace of mind to lower risk and provide compliance and security is of utmost importance and 4QuartersIT helps clients achieve and maintain a secure network to minimize risk of sensitive information.

Bottom Line: 4QuarterIT allows clients to have a complete IT Toolbox and experienced professionals at their fingertips.

Aside from the technology benefits, 4QuartersIT company values align with that of the church mission by maintaining a high level of employee integrity, client commitment and respect for people. 4QuartersIT empowers clients to improve results by helping them utilize technology more efficiently and cost effectively.

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**“Because we are a faith-based organization, we understand the importance of the church mission and have made churches our focus for over 20 years. Technology plays such a vital role in our modern society and churches are no exception. Well-delivered technology solutions help churches grow and maintain membership which positively impacts the community.”**

Terry Fields  
President & CEO  
4QuartersIT Group, Inc.

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## To Learn More

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