

St. Mark's Episcopal Church Experiences Faster Response & Rapid Resolution



- 2000+ Members
- Secure Cloud Server
- Fully Managed Network
- Faster Resolution Times



SUMMARY

St. Mark's Episcopal Church began in the Ortega area of Jacksonville, Florida in 1922. Throughout its century-long history, the church has experienced significant growth with various facilities built to accommodate over 2,000 members. From 1953 when the main parish hall was completed, to another expansion in 1975, to various renovations through the present day, St. Mark's Episcopal Church has a large campus with various types of construction which pose technology challenges.

4QuartersIT was recommended to St. Mark's Episcopal Church by a peer when the needs of the church had outgrown their previous service provider. Hardware was aging, security updates were not maintained and response and resolution times were no longer sufficient. Church leadership desired to partner with a technology provider capable of stabilizing and maintaining a secure and efficient network, as well as developing a plan leading the church into the future.

This case study illustrates how 4QuartersIT helped St. Mark's Episcopal Church become more secure and efficient while eliminating network downtime and saving the church on technology costs.

CUSTOMER OVERVIEW

Founded in 1922, St. Mark's is one of the largest churches in the Diocese of Florida. Known to many in the Jacksonville community because of the nearly fifty-year-old Day School, this neighborhood church maintains a healthy balance of long-time generational members combined with those who are new to the Jacksonville community. The church serves a membership in excess of 2,000 with ministries including but not limited to men, women, youth and seniors. These programs allow the St. Mark's ministry to encompass all ages in the surrounding community.


St. Mark's Episcopal Church has undergone many expansions and renovations since the property was purchased in 1923. In 1990, to meet the needs of a growing parish, the church underwent major renovation and expansion. Construction in 1994 added a new 2,000 square foot youth center. In 1997, Grace House was dedicated as a pastoral care, hospitality and resource center. In 1998, an Early Learning Center added dedicated church nursery space, classrooms for school and extended day programs and a common room/chapel.

In 2011, a new chapel was added to the church. The church and its associated properties comprise a multifaceted campus incorporating the church, day school with extended day care program, early learning center with church nursery, Christian formation building, library, bookstore and archives center, pastoral care center and youth center.

BUSINESS SITUATION

In early 2018, St. Mark's Episcopal Church was looking to make a change in the way their IT was being managed. Network instability often halted operations causing unexpected and costly delays. They were seeking fast response and resolution times, a secure and stable network as well as a plan for the future. St. Mark's understood IT was

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critical to the daily operations of the church administration offices, worship centers and library as well as the onsite bookstore.

A recommendation from a peer lead St. Mark's Episcopal Church to contact 4QuartersIT to assist with the IT challenges of the church. The church leadership ultimately selected 4QuartersIT as their trusted IT advisor crediting 4QuartersIT's outstanding reputation, church environment familiarity and industry expertise. 4QuartersIT has an extensive and successful history specializing in church environments. Because of this experience, 4QuartersIT understands the unique requirements and technology challenges that churches encounter.

After learning the specific needs and aspirations of the St. Mark's Episcopal Church, 4QuartersIT was able to devise a strategy to meet the needs of the church in both practice and budget. As a fully managed *4QuartersIT ProBeyond* client, St. Mark's Episcopal Church began the on-boarding process with a full onsite discovery that consisted of asset inventory, network clean-up, administrator password updates, security policy updates and a complete network and security assessment. In addition to a more robust backup solution, automatically updated anti-virus and anti-spam tools were also deployed in order to combat the ever-changing landscape of online threats.

The *4QuartersIT NSA* (Network & Security Assessment) utility provides in-depth analysis reporting and grading of network vulnerabilities. This unique reporting system grades the health of an organization's network and security while identifying and prioritizing improvements. After this is completed, 4QuartersIT presented the findings to St. Mark's Episcopal Church and improvements were made in areas such as password policies, firewall configurations, intrusion prevention & regular security updates. 4QuartersIT was also able to clean-up active directory users by 50%. This best practice removed inactive users which pose a security threat to the entire organization.

Perhaps the biggest pain point of the St. Mark's network was their aging server. Users were often unable to login and the server would unexpectedly crash causing productivity to cease and any unsaved work was lost. These downtimes were costly to the church. Users were unable to function while the slow server rebooted and users had to recreate their lost work. To complicate matters further, Exchange email was hosted on this server and when the server was down they could not access email from anywhere.


In order to rectify this problem, most IT companies would have recommended the purchase of a new and expensive on-site server, however, 4QuartersIT was able to implement the *4QuartersIT Secure Cloud Hosted Server*. This alternative prevents the large upfront expenditure associated with a traditional on-site server, while providing a secure and more stable option.

ENVIRONMENT

- Multi-Function Campus
- Thousands of members and growing
- Aging & Failing on-premise server hardware
- End users frustrated with poor response times

4QuartersIT SOLUTIONS OFFER

- ProBeyond Fully Managed Services
- Increase network security
- Dependable cloud hosted server and email
- Optimization of IT resources for enhanced utilization
- Secure cloud backup
- Rapid issue resolution



Retiring the old and failing on-premise server required a new plan for email hosting. After consulting with church leadership, many options were considered and 4QuartersIT ultimately recommended the best option for St. Mark's was migrating email services to Office365. This solution provided great benefits for the church including significant non-profit cost savings, dependability and accessibility. 4QuartersIT successfully managed and performed the migration from beginning to end.

4QuartersIT ProBeyond clients are also able to take advantage of the vendor management and review service. As a result, 4QuartersIT was able to streamline and save St. Mark's 50% in monthly vendor costs while gaining a more robust service.

The *4QuartersIT ProBeyond Managed Services* plan allows unlimited helpdesk for St. Mark's Episcopal Church. Service requests are addressed by local technicians at 4QuartersIT. Any user may contact our helpdesk for assistance and receive timely resolution to any issue including but not limited to email, printing, error notifications etc.

SOLUTION

As an experienced IT provider to churches for over 20 years, 4QuartersIT is able to offer a full menu of relevant tools and services which allows churches to eliminate management of multiple technology vendors. Partnering with 4QuartersIT has enabled St. Mark's to develop a cohesive technology roadmap allowing church leadership to focus on their daily mission. 4QuartersIT is intimately familiar with 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.

Because of 4QuartersIT's industry leading client services system, St. Mark's Episcopal Church benefits from network security monitoring and management, automatic security updates, project management, cloud solutions, consulting and helpdesk services in addition to hardware, software, backup and alternative server solutions.


In addition to a valuable product offering, 4QuartersIT's 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

St. Mark's Episcopal Church was able to quickly experience the benefits of a more stable and secure network which eliminated unplanned costly interruptions and downtime. Utilizing an outsourced IT company allows St. Mark's to take advantage of the expertise of an established IT company at a fraction of the cost of an internal IT department therefore focusing more resources toward the church mission.

"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.



4QuartersIT product offerings have allowed St. Mark's to realize an affordable levelized monthly billing and to virtually eliminate unexpected costs. The 4QuartersIT industry leading alerting system notifies the 4QuartersIT technical team of any potential risks or threats before there is a problem. This pro-active IT approach gives the client a competitive advantage, eliminating the reactive "fire drills" of the past.

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.

To Learn More

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