



BCACC Invests in Long-term IT Improvements



Smart Dolphins
IT SOLUTIONS INC

TECHNOLOGY WITH PORPOISE

BC Association of Clinical Counsellors (BCACC) is a small not-for-profit association that is dedicated to enhancing mental health all across BC. They seek to protect the public through the promotion of safe and ethical practices in clinical counselling.

IT Challenges

Years ago, BCACC invested in a business server that had not been deployed properly and was missing the configuration necessary to harness its capacities. Increased downtime, reduced productivity and potential security risks led BCACC to seek out a cost-effective IT overhaul. A challenging office environment – three converted apartments in a concrete building - further strained their IT network. A decision to re-locate into one office ushered in a new era of IT leadership at BCACC.

- Hardware was not deployed properly;
- Out-dated back-up system;
- Poorly organized and dated hardware components;
- Connectivity problems;
- Multiple locations, all in concrete buildings

Solution & Benefits

Smart Dolphins understands the unique IT challenges not-for-profits face having worked with numerous non-profits over 17 years.

- Smart Dolphins re-built their IT infrastructure and properly deployed their business network to acceptable performance levels.
- We resolved their connectivity issues by re-configuring their email and file-server to fully leverage its functionality, moving from a workgroup to a domain.
- We replaced their older back-up process with a secure, real-time, off-site back-up standard that is monitored on an ongoing basis. Performance and reliability improved immediately.

Smart Dolphins continues to support BCACC's IT infrastructure on an ongoing basis in their new location.



ABOUT SMART DOLPHINS

Founded in 2000, Smart Dolphins is an award-winning provider of computer and network support. Over the years, we've built a reputation for helping our organizations grow and succeed by providing the highest quality managed IT services at a cost-effective price. If you're ready to transform your business and achieve your goals quicker — [reach out to us today.](#)

For more information, please visit:

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