



**The Inter-Cultural
Association of Greater
Victoria Scales Growth
with Renewed IT
Investment**



Smart Dolphins
IT SOLUTIONS INC

TECHNOLOGY WITH PORPOISE

The Inter-Cultural Association of Greater Victoria (ICA) is a registered charity and not-for-profit (NFP) organization providing support services to immigrants and refugees through building networks, education, employment training and arts programming. Founded in 1971 by several ethnic and cultural groups to form the first Folkfest, they have since grown to over 100 employees.

IT Challenge

ICA was approaching a critical point in which their organization was quickly outgrowing their technology. A 7-year old server combined with an increased number of computer users and a reliance on email was overworking their IT infrastructure resulting in decreased efficiency and increased IT costs.

IT Solution

ICA's expansion over the last few years generated a renewed investment in IT. A replacement of their old server and a much-needed migration to Office 365 resulted in increased efficiency, reduced IT costs and complexity while providing ample storage for scalable growth. ICA recognized that *cost, improved collaboration* and *simplicity* were of utmost importance.

Results

Cost Management: As a NFP, predictable IT costs are necessary for short and long-term budgeting and planning. ICA no longer diverts funds to maintaining outdated server hardware and software and benefits from fixed and predictable operational IT expenses.

Improved Collaboration: Over one 100 hundred employees can now easily and securely share files with co-workers, clients and partners. They can collaborate on documents that are always current and accessible remotely and, on any device.

Simplicity: Updated and simplified IT has boosted employee morale resulting in decreased IT service desk calls and minimized IT stress.

Implementation

Smart Dolphins managed the implementation of these changes over a 3-week period without any unscheduled downtime. Meticulous planning, specialized software tools, and on-site workstation visits ensured that systems were operational during the workday.

ICA now truly benefits from the results of proactive IT. And, with Smart Dolphins as their IT support partner, ICA knows its network will continue to function smoothly as it grows.



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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