



## **JVS Toronto Partners with XBASE Technologies**

JVS Toronto provides career, employment, training, and psychological services to newcomers, youth, people with disabilities, mature workers, the unemployed, and the underemployed of diverse backgrounds to enable them to meet their educational and employment goals.

Originally founded by the Jewish community at the end of the Second World War, JVS Toronto has evolved into a broad-based community organization which works in partnership with government, business, and other agencies to assist more than 20,000 clients annually, with approximately 200 talented and committed professionals operating out of 14 locations in the GTA - clients and staff are the true mosaic of the changing face of Toronto.

JVS Toronto's technology needs are diverse and critical to the efficient operation of the organization. Facilities include internal and external email, the Internet for research, an extensive intranet and an informative website for disseminating information, shared databases for confidential client, employer, and staff information, software applications which are used for everything from record-keeping, reporting to government and other funders, to staff lists, payroll, and accounting.

The hardware and networking environment includes literally hundreds of desktop and portable computers (including many that are available for job searches by walk-in clients at several Employment Resource Centres), and handheld devices, and requires high-speed communications lines between the 14 locations.

In February 2006, as a result of extraordinary growth in programs, locations, and staff, JVS undertook a strategic review of its usage of technology. It was clear that, increasingly, the Agency was dependent on consistent, dependable, secure operations and support for its operations.

JVS issued a comprehensive RFP and, with the help of a Board-appointed committee of volunteer IT professionals, went through an extensive review and comparison process.

On March 10, 2006, JVS announced the award of the contract to XBASE Technologies, and formation of a JVS project team to ensure effective internal communication and to facilitate the transition.

The transition team and XBASE together developed a document that described the scope, guidelines, tasks, budget, and schedules required for the successful completion of the transition.



Several complex projects were necessary. These included implementation of a comprehensive, consistent backup strategy and new backup facilities, replacement of UPS (Uninterruptible Power Supply) in several JVS locations, new HVAC (air conditioning) for the central server room, several server migrations, and updated licensing for operating system and antivirus and backup software to comply with legal regulations.

There were also some very unique requirements, such as the need to define a consistent environment for the PC's which are available to the public at Employment Resource Centres (ERC's). This was needed to provide users with the facilities, Internet and email access, and software needed to prepare resumes and perform job searches, but to also ensure controls were in place to inhibit access to inappropriate websites.

In addition, to further complicate matters, this was all taking place during a period of massive agency growth, with several new locations and additional staff.

Transition to XBASE officially took place over a long weekend with the migration of VPN (Virtual Private Network) for all locations and the cutover of email and web service. It continued with the cleanup of servers and desktop PC's at the 4 ERC locations, and was completed so that all locations came up with the new environment on Monday morning.

The project was successfully accomplished both on time and within budget.

A key factor in the success was the excellent, ongoing communications that was setup so that JVS and XBASE executive, management, and staff, and relevant 3rd parties, could all contribute to, and were aware of, issues and timetables. In addition, procedures were setup after transition that enabled JVS staff to easily report on any problems or issues that might come up.

Today, XBASE provides JVS Toronto with its full complement of Services – Managed IT with a remote Helpdesk (facilitated by powerful remote access capabilities), Server and Network monitoring and management, consulting and solutions for Disaster Planning / Business Continuity, professional IT consulting services, and hardware / software sales and support.

XBASE's services have enabled JVS management and staff to focus on their clients and on running their core business, with an effective, efficient, stable, and reliable technology infrastructure and fixed, planned costs.

They need not be distracted with recruiting, training, and managing an internal IT support system. Appropriate backup procedures are in place and so any lost data can be recovered. Spam and anti-virus protection and operating system software are all current – updates are done after-hours so there is little or no downtime. New locations, staff, hardware, and software are added in a timely fashion so agency programs go live on schedule. The organization works more effectively.



XBASE has continued to serve JVS through JVS' ongoing growth and changing business requirements, and the relationship has grown and deepened into a true strategic partnership.

An added benefit to both organizations and to the community - XBASE has always strived to participate in ongoing community events and charitable projects (it has been very active in events such as the Relay for Life and the Toronto Wheelchair Rally), and was the lead sponsor for JVS Toronto's 2007 and 2008 Bowlathons which each raised over \$50,000 to benefit programs and training initiatives for youth at risk.