

Trinity Youth Services Doesn't Have To Worry About Their IT Anymore Thanks To Accent Computer Solutions

CASE STUDY

"I don't have to worry about IT; Accent takes care of it before it's a problem. I can't recommend them enough."

- John Neuber, CEO, Trinity Youth Services



John Neuber, CEO



About Trinity Youth Services

Trinity Youth Services provides residential treatment, foster care, mental health services, and therapy services for children who have been victims of abandonment, abuse, neglect, and violence and are wards of the court. They also offer special education schools for special needs children.

They currently have approximately 19 locations serving nearly 1,000 children daily throughout California, Arizona, Nevada, and Texas.

Location: Colton, CA

Website: www.trinityys.org

"The best part about having Accent is that I don't have to worry about IT. Accent takes care of IT for us."

Caught Issues

Trinity has been relying on Accent for about 10 years now, after it became clear their previous IT Manager couldn't handle the work they needed done. When Accent looked at Trinity's system, they found that their servers were unbalanced, close to crashing, and their backup hadn't worked in over a year. Accent came in and immediately went to work fixing the mess and saving their files. They were able to 'right-size' the system through the virtualization of their servers, saving both money and space. By scaling the system to fit the needs of Trinity, Accent made high-quality IT even more accessible to the non-profit organization.

"The decision to outsource our IT to Accent was the best move we've ever made."

No Hassle Monitoring

Trinity quickly found that nothing beats the reassurance they have knowing Accent is monitoring their systems and can alert them before something critical happens. Neuber says, "Problems are always going to happen, hardware is going to break down, there are going to be software problems, and we never have someone throwing their hands up saying, 'I don't know what to do.' These guys always know what to do. That expertise and knowledge is important."

"It's all about having a team of people who have the knowledge to know what the solution is."

Peace of Mind

The best part for Trinity is that they no longer feel like they have to worry. They trust Accent to take care of things before they become a problem. There's communication and consideration. "Anytime they need to shut something down to fix or upgrade or replace a battery, they do it in the evenings or weekends so it's not during the day."

They provide great service. Trinity appreciates that Accent knows their people, knows what they do, and understands what their needs are.

"I give Accent the best recommendation out of any vendor we've ever worked with."

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