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**Cindy Dodds
Executive Director
Penn Christian Academy**

Penn Christian Academy Manages Technology Needs with FusionONE.



Penn Christian Academy is a Christian elementary school, preschool through sixth grade, located in Butler, Pennsylvania. The Academy is a leader in providing quality Christian education for families in the North Pittsburgh and Butler County area.

The vision at Penn Christian Academy is to develop young leaders and scholars who think and act from a Christian worldview. Academy leaders believe that by experiencing their potential in a stellar academic program, students learn and apply Biblical values and truths that will help them become the leaders of tomorrow.

With a team of 60 teachers and staff and no internal IT staff, the Academy's Executive Director Cindy Dodds is charged with managing the school's technology in addition to the oversight of all other aspects of the Academy, including facilities and instructional programs.

Dodds knows that in order to continue to provide the best in academic services, the Academy's technology must be monitored, managed, and upgraded as necessary on a consistent basis. She also knows that her agenda is simply too full to allow her to act as the school's director of technology in addition to her other duties.



Penn Christian Academy Case Study



FusionONE

To ensure that the Academy's technology resources are always current and reliable for use by students and staff, Dodds relies on integraONE's FusionONE solution. FusionONE is a managed IT solution that allows organizations to focus on their operating responsibilities without the added worry of technology downtime or unexpected break/fix costs for their systems.

FusionONE allows Penn Christian Academy to accurately budget its technology expenses with affordable solutions to the complex technology issues all organizations face. FusionONE's predictable and fixed monthly fee allows the Academy and similar organizations to be free from the daily tasks and unexpected costs associated with information technology management, maintenance and monitoring. Freeing them to focus on their organization's mission and goals.

integraONE - A Part of the Academy's Team

"The integraONE staff feels like a part of our team," said Dodds. "They are just great people that know how to get the job done." integraONE, through their FusionONE service, essentially acts as Penn Christian Academy's IT department, overseeing all technology needs on an ongoing basis. Some of the services the Academy receives through FusionONE include:

- *Guidance* in purchasing proper equipment that will support the Academy's needs - all hardware and software decisions are made through integraONE
- *Maintenance* of all systems and equipment
- *Help Desk* - directly available to all 60 Academy staff members
- *Installations*, upgrades, and support is managed and performed by integraONE staff
- *Monitoring* - integraONE monitors all systems for service alerts and immediately fixes any potential problems

An Ongoing Partnership

"This is the team that I've grown to know and love," says Dodds when speaking of the integraONE team she works with regularly. "I am so pleased with this relationship."

According to Dodds, her staff is well accustomed to contacting integraONE directly at their help desk line for any technology concerns. "There is no middle man slowing them down from getting the help they need," noted Dodds. And Dodds, in return, enjoys the ability to focus on what is most important to her—providing an exceptional educational experience for all of the Academy's students. "I want to stay in the business of education, not managing technology, and the FusionONE resource allows me to do that."

integraONE manages any IT alerts if they should occur and from there the FusionONE team owns these issues. "If it's something they can just fix, sometimes I don't even know it happened until I receive my monthly report listing all interventions that occurred," states Dodds. "If it requires a part to be purchased or any additional cost on our part, I am always notified immediately."