

Case Study - RiseBoro Community Partnership



"I used to spend hours each week trying to solve IT problems but now I don't have to. Productivity in the company has gone up ten fold."

- Michael Klidas, CFO, RiseBoro Community Partnership

RiseBoro Community Partnership is a non-profit organization and an affordable housing charity.

They have 2,200 units of low-income housing for senior citizens, families and single residents. The organisation has one central office and various locations spread over New York City.

We had some difficulty finding good IT support

"Before working with INVAR, all of our IT was in-house. Our main IT person was physically going to every site whenever we had an issue and with around 100 sites, there was a lot of backlog!

We also didn't have a good internal ticketing system and there were no remote desks. At that time, I was getting 10-15 weekly complaints from employees about IT customer service so we had a real problem.

We had some difficulty finding good IT support in our local area and we knew that INVAR would be a good option. I had known Vadim for a little while. He reached out to me to discuss our IT and came in to see us."



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We trialled INVAR and three years later, we're still with them!

“After speaking to INVAR, I realised that we would be better of out-sourcing our IT support rather than keeping it all in-house.

Our policy is to interview 3 companies for large bids so we spoke to 2 others as well. We were already working with one larger company but we felt like were a ‘small fish’ to them and we weren’t getting the results we wanted.

We decided to do a trial with INVAR to see how it would work. And three years later, we’re still working together!”

Everything is tracked, we know what’s happening

“As well as looking after IT support, INVAR implemented a ticketing system. All of our IT issues now go through this system and we know if / why tickets aren’t picked up. It’s all tracked and we know what’s happening all the time.

INVAR also go to our sites and do installations. They make sure everything is covered if we need to set up a new site. We used their phone system at 3 of our sites and we’ve definitely saved money there.”



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There are so many benefits for us

“Having an out-sourced IT desk and working with INVAR has been wonderful, there are so many benefits for us:

- There’s always someone available to solve problems
- We’ve been able to do special projects that we wouldn’t have been able to do otherwise
- We get a more personal touch
- We’re much more organised
- In the long-run we’ve saved money
- Their overall responsiveness is excellent”

The results have been incredible

“The results from working with INVAR have been incredible. For example, our IT director used to spend 2 full days at one of the sites, but now that we have remote desks, it’s not required.

I used to spend 5 hours a week trying to solve problems but now I don’t have to. Productivity in the company has also gone up ten fold.

Overall, these implementations have made my life so much easier and in the last 6 months, I’ve not had 1 complaint about IT. In fact, I’ve had a lot of compliments about INVAR!

Since working with them, I’ve realised that we need to stay on top of technology, we to keep on top of our software and make sure it’s upgraded. We will do this over time and INVAR are helping us to get us there.”