Education Northwest Makes the Grade with **Pavelcomm Managed Services**

? What is Education Northwest?

Education Northwest (EdNW) is a nonprofit organization solving the educational challenges of today and improving methods of learning to support outstanding, equitable education for all. Through deep collaboration and community engagement, EdNW provides solutions for educators to help students reach their full potential, while partnering with public, private, and community-based organizations to address educational inequities and improve student success.

Establishing Building Blocks

Prior to the pandemic, EdNW made a strong commitment to digital transformation to improve its communication infrastructure and enhance their clients' experience. When the pandemic hit, plans were immediately pushed into action and Kyle Ferguson, Technology Coordinator with EdNW, contacted Pavelcomm for help.

> *"All I had to do was let the Pavelcomm team know what we wanted and when we wanted it to happen, and they made sure all transitions went smoothly,"* said Ferguson.

One of their first projects was the implementation of collaborative tools to facilitate more streamlined processes and more cooperative internal and external communications. This included the transition to OneDrive, SharePoint and Teams, with plans for a hosted VoIP phone system; all to create a more robust and reliable infrastructure.

Along with the implementation of new communications platforms came user onboarding and training, which included:

- Establishment of Multi-Factor Authentication
- Implementing PII Protection
- Setting up DMARC & DKIM Email Security Protocols
- Establishing Backup & Data Recovery Systems

Outsourcing projects allowed Ferguson to continue to deliver value to EdNW employees and clients, while focusing on future planning and strategic initiatives. "It wasn't like I couldn't do these things myself," said Ferguson. "But late nights at the office and coming in exhausted the next day was a signal that something needed to change. Enlisting Pavelcomm as our Managed Services Provider offered me the bandwidth to focus on other priorities without compromising improvements needed on our IT infrastructure," he added.

Pavelcomm also manages EdNW's helpdesk requests and assists users with technical support issues such as:

- troubleshooting
- printer problems
- connectivity issues
- password resets
- software issues
- user onboarding

Implementing the Strategy

With their broad support base and deep expertise, Pavelcomm collaborated closely with EdNW, playing a pivotal role in strategizing infrastructure improvements and successfully rolling out new digital tools. Since EdNW handles a large volume of confidential data, maintaining the highest standards of data protection was paramount.

"Pavelcomm's commitment to staying on top of emerging technologies, especially in terms of security, is important to us," said Ferguson. "To date there have been zero incidents reported, and we feel confident we have the tools and systems in place to keep our network and data safe," he added.

Successful Team Effort

EdNW considers Pavelcomm an integral part of their team. Pavelcomm's support not only enhanced the organization's efficiency but also addressed their security concerns, which were crucial during the deployment of new applications. The partnership proved invaluable during an office move, allowing EdNW to transition seamlessly without compromising employee productivity.

EdNW conducted a poll to gauge user satisfaction with Pavelcomm's IT services. Feedback indicated overall happiness with the process and Pavelcomm's ability to cater to their needs and streamline processes. Having a dedicated interface between EdNW's business and the user base was essential, and Pavelcomm fulfilled this role effectively.

Outstanding Achievement

One of the most well-received achievements was the implementation of PII protection, surprising EdNW management with the positive response it received from users. "I thought the thing that would annoy our users the most would be the PII protect implementation, but it was really well-received. Our employees have a lot of fun with the training videos and earning points – even fostering a little healthy competition among the group," he added.

EdNW's partnership with Pavelcomm has transformed their operations and allowed them to navigate the challenges of digital transformation effectively. Pavelcomm's expertise, reliable support, and commitment to security have empowered EdNW to focus on their core objectives while streamlining their communication infrastructure.

As a result, EdNW has experienced enhanced operational efficiency, improved user satisfaction, and the ability to adapt to changing circumstances in a rapidly evolving educational landscape.

"Our partnership with Pavelcomm has been terrific," said Ferguson. "We now have a broad support base and deep knowledge and expertise to help us keep moving forward."

Are you ready to learn how to simplify IT tasks with a managed service provider?
Contact Pavelcomm today to schedule a discovery call.

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