

# Leveraging Your Managed Services Provider: A History Lesson

Since 1898, the Oregon Historical Society (OHS) has served as the state's collective memory, preserving a vast collection of artifacts, photographs, maps, manuscript materials, books, films, and oral histories. With over 60 employees and many dedicated volunteers, Dwight Peterson, Chief Information Officer, has his work cut out for him when it comes to keeping their IT systems running smoothly.



## The History

Peterson was first introduced to Pavelcomm in 2008 when he needed help migrating the OHS phone system to VoIP (voice over IP). Things went so well during that project, he decided to contact Pavelcomm again when it was time to upgrade their systems on the data side.

"Technology was changing so rapidly, and our needs were growing faster than I could keep up," said Peterson. "I contacted Pavelcomm for suggestions on implementing desktop support, service and conversions," he added. Peterson already mapped out an initial plan to migrate to a virtual system so he could free up time to focus on the infrastructure needs of each individual user.

"Practically speaking, even adding a full-time employee wouldn't quite get us to where we needed to be from a resource standpoint," remarked Peterson. "Pavelcomm has all kinds of expertise in-house with a variety of skillsets to support our requirements, so it just made sense for us to partner with them," he said.

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—Dwight Peterson, CIO



## The Discovery

When the pandemic hit in 2020, it was vital to get remote users set up fast and efficiently. From the start, Pavelcomm was right on track. "Dwight explained what he needed," said Tim Cooper, Senior Account Manager at Pavelcomm. "We huddled together with a few of our key team members and immediately assembled a plan for them," Cooper said.

The Pavelcomm team recommended an application for remote access that was secure and easy to implement; they purchased the software and all users were up and running in two weeks. "That was huge for me because I never would have been able to get everyone set up that fast," said Peterson. From there Pavelcomm worked with each remote employee one-on-one to get them trained and operational.



## The Evolution of a Partnership

Staying in step with a methodology of teamwork and strategy, the Pavelcomm account team meets regularly with Dwight to talk about the projects they're working on, discuss partnership technology roadmaps, new requirements, and ensure they are aligned with the goals of OHS' technology committee.

"We've worked with other managed services providers (MSPs) before and nothing compares to the service and support provided by Pavelcomm," said Peterson. "Their response when the pandemic hit was eye-opening," said Peterson. "The level of support we receive is consistent on every level," he added.

For OHS, implementing a helpdesk support system for facility staff (an idea that Peterson had for years but never quite got off the ground) helped the organization tremendously. Every request is tracked, assigned, and gets resolved efficiently. Any issue raised, whether it's a light bulb out or a conference room that's too cold, a ticket is created and it gets tracked and managed to resolution.

"Pavelcomm is a valuable part of our IT department," said Peterson. "We want them involved in new projects because they have the skills and experience to keep our systems current," he added.

"The advantage of working with an MSP like Pavelcomm means they can leverage what they've seen before with other clients and make meaningful recommendations for us. They are a true partner."

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### Support Services for OHS Include:

- User Helpdesk Support
- Virtual CIO / Strategic Planning
- Monitoring & Security Tools
- Facility Helpdesk System

**Are you ready to take your IT department to the next level?  
Contact Pavelcomm today to start making history for your organization.**

For more information about Oregon Historical Society, please visit their website [www.ohs.org](http://www.ohs.org).

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