



## United Way Reaches out to Emtec® for Assistance

*“Our new technology allows us to stay abreast of the business community which supports us. We now can communicate with companies in the same manner in which they communicate, and this gives us a more professional image and presentation in what has become a very competitive environment for organizations like ours. In short, this technology helps us to establish and position the United Way brand in a way we never could before.”*

— Mike Moynihan, United Way of Camden

### Client:

United Way of Camden County, a highly respected, 63 year old not-for-profit organization that supports more than three dozen member agencies including the American Red Cross, Girl Scouts, Family Counseling Services and the Salvation Army with over 200 programs.

### Problem:

United Way of Camden County had fallen well behind the times technologically. Operating with dated stand-alone PCs and an outdated mainframe computer, United Way of Camden lagged far behind the companies that provided most of its funding. To make matters worse, data retrieval — in many ways the heart of any fund-raising effort — was slow and cumbersome for the staff of 14 who are supported by 2,500 volunteers. Fund-raising results were down, morale suffered and the agency's infrastructure creaked and groaned.

### Solution:

An Emtec team quickly surveyed the operation and issued an expected report calling for a major upgrade of the IT infrastructure. This included the replacement of an Internet access procedure that relied on a dial-up to personal accounts at various Internet providers.

In short order, United Way's dinosaur-like equipment was replaced by state of the art technology, including two Compaq Proliant ML370 servers, a Compaq rack system, fully-serviced UPS (uninterrupted power supply), a Hewlett Packard 4500C color printer and an HP8000 high speed printer. Emtec also installed an NT4.0 environment consisting of Windows 2000 equipped desktops and laptops to increase staff efficiency.

### Results:

Things improved virtually overnight. Critical data that took as long as three days to retrieve was now instantly available, and staff members were able to access the agency's several databases either from their desktops or remotely. Instead of transferring data from one computer to another in “sneaker fashion” by hand delivering a disk, the office was now on a unified network with data flowing easily between staff members. Desktop faxing and e-mailing were also now possible with the installation of Microsoft Exchange software and 3Com's Faxport and Winport. In addition, the new network now provides easy access to valuable worldwide data via an Internet program, United Way On Line, developed by United Way's national office.

Emtec was with United Way every step, from planning through installation and beyond. Emtec supervised the training of their office staff on the new equipment and, on request, still remotely accesses their network to solve irksome problems ranging from file transfer glitches to printing issues.

The real bottom line: Contributions and employee morale increased with the vastly improved agency communications ranging from donor information, guest lists, correspondence and agency financial data.

**About Emtec:** Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.