



ALCALA CONSULTING GETS STRAIGHT A'S FROM SCHOOL ASSOCIATION

IT Professionals service delivery and response wows staff

Challenge:

- Wanted expanded system efficiencies and bandwidth capabilities
- Needed immediate reduction in network downtime
- Required professional IT provider responsive to the organization's needs

Solution:

- Hired Alcala Consulting, Inc.

Results:

- Higher staff productivity levels due to improved network capability
- Network downtime reduced to almost zero
- Personal and immediate service response to staff

The California Charter Schools Association, known as the Association, is the membership and professional organization serving charter schools in California. The Association advances the charter school movement with a singular focus on improved student achievement. Through local and state advocacy, leadership on quality and facilitating knowledge-building resources, the Association has impacted the nurturing and development of our next generation's leaders throughout the state. Needless to say, the Association required a professional and responsive IT provider that would assist them in achieving this important mission.

"The service that was being provided by our previous technology provider was not satisfactory in several areas", says Beatrice Robles, Director of Human Resources for the Association. "We had too much downtime for staff and reoccurring issues that affected our productivity and efficiency as an organization."

With four offices and over 70 employees flung across the state, the Association knew it needed help. In July 2007, they found that help from Alcala Consulting.

"Immediately", Robles states, "I saw an improvement in response time for technology issues. Alcala was able to pinpoint why our system was frequently down." She goes on to say that the president of Alcala Consulting, Marco Alcala, "made it a point to meet with staff right away to ensure that he knew what their immediate concerns were so that he could address these appropriately."

With Alcala Consulting's 24/7 service and support, the Association truly has experienced service around the clock. Alcala Consulting also provided monthly activity reports that detailed all network activities by the Association as well as the solutions they implemented.

"I have more staff that are happy with our technology and therefore, better able to concentrate on their tasks," comments Robles. "It was like they had been working with the Association for a while. The return on investment has been incredible and well worth the effort in changing over. With the quality of work that they do, which is above professional and of the highest ethical standards, I know that we have the right technology providers with Alcala Consulting."



Providing Solutions That Create Profit