



Outsourcing IT Support Helps Heritage Communities Live Their Mission

Facing extremely tight migration timelines, disjointed network mapping, and a lack of continuity, Heritage Communities rethinks its approach to IT support.

CHALLENGE

Provide Continuity and Streamline Processes

Based in Omaha, NE, Heritage Communities is a retirement community with 18 locations nationwide. The business faced a seemingly impossible IT deadline impacting all sites — migrate to a new server in one week. The industry standard for a migration of this scope is typically 60 days.

Lacking documentation, time, and specialized skills to do so, Heritage needed a trusted, local IT service provider to solve this immediate problem fast.

- ⊗ **Meet Accelerated Migration Timeline**
- ⊗ **Standardize Onboarding with Solid Documentation**
- ⊗ **Improve Connectivity, Security, and Ticketing**



“System downtime and security threats negatively impact patient care — our IT team needed help, fast.”

Gary Wilson
Director of IT
Heritage Communities

SOLUTIONS

Manage Accelerated Timeline and Document Processes

It was all hands on deck to move Heritage Communities' data from a hybrid of cloud services and local servers over to Dice's systems in the span of a week. Dice completed this normally 60-day process in only five days.

Once the migration was finished, Dice structured a much-needed, well-documented IT onboarding process that enabled Heritage Communities to standardize onboarding, establish consistent, nationwide vendor resources, and put processes around best practices for ease and consistency across all current and future locations.

Additionally, various best practices were implemented to increase security, improve system uptime, provide patch management, and structure a solid ticketing system.



Provide a Full Staff
to Quickly and Securely
Migrate Servers to Ensure Sites
Remained Up and Running



Document Everything
for Future Onboarding to
Standardized Processes
Across All Locations



Identify Gaps
in Best Practices to Find
Cost Savings and Improve
Security and Connectivity

RESULTS

Improved Security and UpTime, Faster Response Times, and Solid Consistency

The partnership between Dice Communications and Heritage Communities is an excellent demonstration of Dice's commitment to customer success. Dedicated Managed IT Services and clear communication meant that Heritage could focus on providing the best possible care for its residents which is critical to their overall mission.

In addition to data migration and creating streamlined processes, Dice helped Heritage Communities:

- ✓ IMPROVE OVERALL SYSTEM UPTIME
- ✓ INCREASE EFFICIENCY OF THE TICKETING SYSTEM
- ✓ IMPLEMENT SYSTEMS FOR FASTER RESPONSE TIMES
- ✓ ENSURE WORKSTATIONS ARE SECURE AND UP-TO-DATE
- ✓ FULLY DOCUMENT ONBOARDING
- ✓ CLOSE INTERNAL IT GAPS AND FIND VARIOUS COST SAVINGS

Is your organization seeking focused, expert IT support?

Call (877) 991-8145 or email sales@dicellc.com for a free quote.

What Heritage Communities had to say about Dice



Dice allowed Heritage Communities to increase computing security for our residents and staff and maximize uninterrupted operation.”

GARY WILSON
DIRECTOR OF IT
HERITAGE COMMUNITIES

