

## Case Study

McNab/Braeside Puts an End to Never-Ending I.T. Issues Thanks to OnServe



**SUCCESS**

The Township of **McNab/Braeside**, located in Arnprior, ON, is organized into various departments – all of which are dedicated to providing excellent customer service and service delivery to the residents of the Township. When the Township of McNab/Braeside was experiencing various issues with their previous pay-as-you-go I.T. services, they started searching for an I.T. support company to proactively prevent issues and keep their equipment protected against security threats.

As a municipal township, the Township of McNab/Braeside leverages information technology to keep them in touch with residents while enabling them to enhance service delivery for a higher level of satisfaction amongst those residing in the area.

### **The Situation: A Municipal Township in Need of Managed I.T. Services to Stop Issues Before Disruption Occurs**

Prior to working with OnServe, the Township of McNab/Braeside was using a pay-as-you-go I.T. service; however, their I.T. support company wasn't resolving issues in a timely manner and lacked a proactive approach in terms of I.T. management and equipment replacement.



Angela Lochtie, Treasurer at the Township of McNab/Braeside, explained their choice to work with OnServe, *"We decided to work with OnServe as a result of their competitive pricing and the recommendations of other local municipalities."*

### **The Solution: An I.T. Support Company That Helps Them Rest Easy Knowing Their Information Systems are Always Working at Peak Performance**

Initially, the Township of McNab/Braeside had POP mail that was managed by a separate service provider; however, their service didn't have built-in spam filtering to protect against malicious spam. Fortunately, OnServe was able to move them to Hosted Exchange on Canadian servers – keeping their data secure while ensuring reliable communications.



Since moving to Hosted Exchange, the Township of McNab/Braeside has seen a huge reduction in spam received – over 5,000 emails have been blocked or quarantined in the last three weeks alone! Plus, OnServe provides managed I.T. services to take care of everything I.T.-related!

Angela offered some insight, *"OnServe provides a professional, timely level of I.T. support that we appreciate! We can rest easy knowing our I.T. issues are always taken care of, and we would recommend them to other small municipalities. They provide all of the benefits of a full-time I.T. department at a fraction of the cost."*



Interested in learning more about our proactive managed I.T. services? Don't hesitate to give us a call at 877-996-6622 or send us an email at [info@onserve.ca](mailto:info@onserve.ca). OnServe is the leading I.T. support company for businesses across Ontario.