

Pomarex Case Study

Client: Native Court Workers of BC



NATIVE COURTWORKER and
COUNSELLING ASSOCIATION of BC

Pomarex Client Since: 2008

The Native Courtworker and Counselling Association of British Columbia (NCCABC) provides culturally appropriate services to aboriginal communities through access to counseling and referral services to abuse and detox support issues; advocacy services for aboriginal family and youth; facilitating and enhancing access to justice by assisting clients involved in the criminal justice system; provides services to Vancouver community court; providing community outreach; networking and partnerships; advocacy services; and providing training and workshops.

Business Challenges:

Supporting Remote Workers

At any given time, over 50% of our workforce was unproductive because of poor PC performance, inability to access our networks or email problems. As a result, few quarterly reports were ever filed by remote staff, and we limped along like this for years, not sure if there even was a solution to these challenges. The cost to our organization was significant; almost every worker reported being held up daily by computer or networking problems.

Supporting Business-Critical Applications

Over 50% of staff did not file critical monthly reports as a result of compatibility issues with our core "Courtworker" application.

Solution:

Hardware & Software Roll-out to Satellite Offices

Inadequate & unreliable PCs were replaced with standardized business class equipment, enabling the core Courtworker application to function properly. Standardized anti-virus and system maintenance tools installed. All dial-up remote users upgraded to high-speed connections and tested.

On Demand Remote Desktop Support for Staff & Satellite Offices

All employees have direct access to a support line to ensure IT issues are resolved quickly; this has enabled the organization to make drastic productivity gains with the remote workforce.

"We are no longer bogged down with ongoing technology bottlenecks, the Pomarex team solves our problems quickly no matter where we are located and we're back to business. It would not be a stretch to say that our typical work day across our organization is over 50% more productive than it has been in prior years."