

Helping Bower Build a Stronger, Better Business

KEY SERVICES

- » RedCARE
- » MiCloud
- » Office 365
- » Disaster Recovery

“Our clients depend on us for vital healthcare services. Red Level’s solutions kept our business running at full strength, and that makes us a company that people can count on.”

- Lauren Sclesky, CEO ExpertCare

RETHINK BUSINESS.
RETHINK IT.

A lot of people depend upon the Bower Companies. Their ExpertCare division provides in-home health care services to thousands elderly and differently abled people, and their Serpeo division handles 2,000 weekly time cards as well as benefits, scheduling and more for over 800 home health care providers. Like any business that holds human lives and human health in the balance, the Bower Companies needs to be absolutely efficient, absolutely effective, and absolutely fail-proof. **Enter Red Level.**

The Challenge

Through consolidation, three companies joined to become the Bower Companies. The new company was faced with the challenge of working with three separate company networks, two separate server rooms, and an expansive and incompatible range of aging hardware and applications. To compound issues, Bower lacked dedicated IT staff and resources. The company needed to manage its complex existing IT and data environment, develop a strategy for IT and data integration, and modernize IT to increase operational efficiency. Most importantly, Bower needed to safeguard itself from potential service outages resulting from system failures or other disasters, as any interruption in operations stood to endanger vulnerable clients.



The Solution

Beginning in 2004, Bower engaged Red Level to provide vital support and maintenance service at times of need. Red Level was able to quickly identify and rectify significant IT problems, earning Bower's confidence and enabling it to assume increasing responsibility, providing RedCARE managed IT services and effectively assuming the role of Bower CIO. Through an orderly and strategic process, Red Level succeeded in unifying the three discrete information environments, modernizing Bower's IT infrastructure, and implementing select Microsoft server and application solutions to enable greatly increased operational efficiency, increased reliability, and reduced cost.

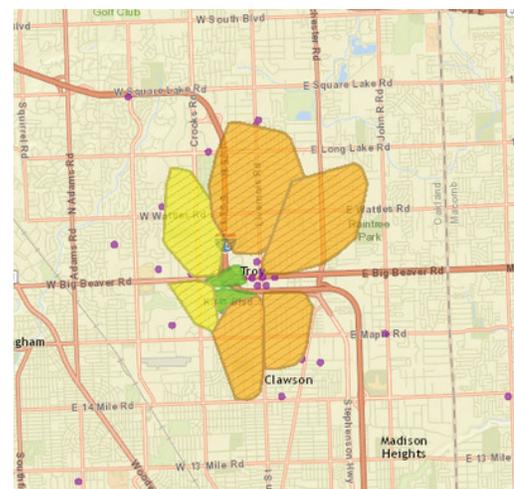
Bower's desire to focus on key business activities rather than maintaining its own IT infrastructure, coupled with recurrent electrical outages, led the company to choose a cloud-based IT environment. Based upon Red Level's outstanding performance and demonstrated value, Bower selected MiCloud as its hosting and storage solution. Red Level successfully executed the transition to MiCloud in 2014.

Red Level Delivers

- » Maintained full access to business data and applications through multiple power outages affecting up to 6,000 customers
- » Successfully consolidated three separate company networks
- » Successfully facilitated company move, handling power, lighting, and network planning and implementation
- » Extended service life of existing hardware, greatly reducing capital investment requirements
- » Greatly reduced IT cost through merger of server, software, and support services

The Outcome

As a result of Red Level's successful IT stewardship and strategic guidance, Bower has succeeded in dramatically increasing its IT capabilities while reducing capital investment and overall costs. Bower's employees who once needed to maintain four separate computers at their work stations are now able to perform all necessary tasks with one while increasing their efficiency. Red Level's disaster preparedness efforts, including redundant internet connectivity and the secure cloud hosting environment, helped Bower to maintain full operations even during a catastrophic five-day power outage which affected more than 6,000 customers and closed most affected businesses.



Actual power outage map across Troy, July, 2015