



VIRTUALIZATION &  
CLOUD SERVICES

# CANANDAIGUA EMERGENCY SQUAD WHEN FUNCTIONALITY IS A LIFE OR DEATH SCENARIO.

What do you do when your current IT services company can't deliver? You look for one that can. And Canandaigua Emergency Squad did just that.

As first responders, they know what it means to rise to a challenge. So when they reached out to us, we knew we were entering into a partnership with doers, and that meant delivering a solution that meets their unique needs.

So Innovative Solutions gave Canandaigua Emergency Squad what they needed most: a technology partner they could trust.

## THE CHALLENGE

Canandaigua Emergency Squad had been unhappy with their previous IT company, so we knew there would be a lot of work to do. Their experience had been far from satisfactory: things were slow and broken; they weren't getting the support they needed; and some requests went completely ignored.

It wasn't all bad. While responsiveness wasn't their current IT partner's strong suit, their technology solution was about halfway there. The cloud-based system was a good place to start, but Innovation Solutions saw there was opportunity for Canandaigua Emergency Squad to be doing so much more. It was time to take this relationship to the next level.

We knew Office 365 would be a much better solution for Canandaigua Emergency Squad's technology needs, so we presented them with the possibilities, and like any good partner they trusted us to deploy our plan. Not only is Office 365 a cost-effective, robust solution, but it offers proven results. Compared with their previous experience, this one would feel different, better – it was built to last.

## THE INNOVATIVE SOLUTION

We knew we could give Canandaigua Emergency Squad exactly what they needed by implementing Office 365. While a transition of this magnitude can sometimes be scary for an organization, they understood that the benefits far outweighed the learning curve – making the entire process relatively painless.

Moving them from one cloud solution to another was a fairly seamless process. In addition to email, they took advantage of collaboration tools like Groups, Discussions, and Office online. They also needed a file sharing solution and a lot of help reorganizing their existing system. We walked them through Microsoft's extensive offering, helping them to customize a solution that would work most effectively for their unique needs. Among their biggest areas of concern were organization, consolidation, and ease of accessibility—so that's exactly where we focused on supporting them most.

## HELPING THEM HELP OTHERS

Thanks to a client that truly trusted their new partner, Canandaigua Emergency Squad is reaping the benefits of an updated, upgraded, and reliable solution with the implementation of Office 365. With greater speed, consolidated administrative efforts, increased efficiency and a minimized cost of support, the first responders at Canandaigua Emergency Squad are now able to focus on what matters most—helping others and saving lives.



If you would like to learn more about Office 365 please give us a call at 585.292.5070