



Transitional Services, Inc.

Helping People with Mental Disabilities to Achieve Quality Lives

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An Affiliate of Allegheny
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of Human Services

Transitional Services, Inc. is an innovative human services organization transitioning people with mental health and mental retardation disabilities into the community. For over 35 years, we have offered qualified adults the housing and supports necessary to live successfully in the community.

The nature of our work requires a team of field representative professionals to guide, monitor and report on the activities and progress of our major programs. Many issues impeded the effectiveness and efficiency in achieving these worthwhile goals. They were as follows:

- Inability to enter data in "real-time", while in the community
- Unable to increase the number of workstations, due to financial constraints
- Lacking adequate appropriations and time for user "hands-on" training
- Inherent challenges created by new technology and user acceptance
- Security and theft issues related to the laptops

We turned to our current IT Consultants, M²Technology, to work with us in understanding and identifying solutions for the problems we faced. Their efforts achieved the following:

- A mobile workforce operating in "real time" data entry capability and without location limitations, along with an ability to gain client "signoff" on important documents.
- Microsoft Terminal Services and thin client technology were deployed to provide users with more efficient access to network resources, while simultaneously decreasing the costs of hardware by more than two-thirds.
- Users received additional training in basic computer functions, as well as, field problem solving techniques and troubleshooting. This also included providing training support in actual field situations.
- In the event of theft, each mobile unit is equipped with tracking software to ensure recovery.

Any organization that needs to be "connected—on line and in real time" with their field personnel who perform critical data collection, along with the need for accuracy and instantaneous reporting capability—should seriously consider M²Technology. They bring the highest level of technical expertise that's balanced with a personal sensitivity few vendors can offer.

Sincerely,

Donna Santucci
Program Director