

“It was a no-brainer to switch IT contracts to UMC Support.”

- Ryan Clements, Business Systems & Project Manager



ABOUT UNITED METHODISTS OF GREATER NEW JERSEY (GNJ):

The United Methodist Church of Greater Jersey is a national leader in mission and ministry. Comprised of over 500 congregations in New Jersey and parts of New York and Pennsylvania, this network of more than 50,000 disciples transforms communities through meaningful and life-changing mission.

On Sundays, United Methodists of GNJ worship in more than 9 languages. Any given day, one may find United Methodists of GNJ in mission through food distribution, affordable childcare, after-school programming, homeless housing, English as a second language classes, immigration programs, refugee settlement, racial justice, job development, elder care, community development and various other social services.

REAL SAVINGS FOR YOUR MINISTRY

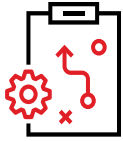
GNJ saves \$100,000 a year!

Most of those savings can be attributed to UMC Support's ability to remove the remote desktop environment and provide continual support at a much lower cost than most vendors.



THE CHALLENGE

In its capacity as a large ministry, The Greater New Jersey Annual Conference (GNJ) was using a common IT service provider often found in many organizations and churches, to manage their technical needs. When their new CFO, Robert Zuckerman, joined the organization, one of the first moves was to evaluate the cost and service of their current IT contract. As he talked with other annual conference leaders, he discovered that UMC Support, GCFA's service solution brand, offers excellent technical services at a much lower cost. By using UMC Support IT services, Zuckerman was hopeful for cost savings, as well as an upgrade in quality.



THE PROCESS

The Business Systems and Project Manager for the Greater New Jersey Annual Conference, Ryan Clements, was tasked with finding the best vendor option to meet their specific IT needs. Ryan first informed their current contractor that they were thinking of exploring other options and would need a new quote from the vendor in order to retain their business. When Ryan received that quote and compared it to the one from UMC Support, they decided that it made more sense to switch - not only for financial reasons, but also for the quality UMC Support could provide. In Ryan's words, "It was a no-brainer to switch IT contracts to UMC Support."



THE BIG WINS

At the time, GNJ was working through remote workstations, meaning staff had to log in to a remote server to be able to file share. Unfortunately, working through remote workstations created issues with internet speeds, the ability and ease to share content, and server disconnections - causing users to lose work along the way. After a quick consultation, UMC Support was able to eliminate remote workstations and utilize Office 365 to its fullest capabilities. We helped migrate the older system to the newer one, all the time thinking through best practices for the GNJ's staff. The transition was seamless and easy for the staff to execute. The team has enjoyed this switch and they see it as a big win to not have to worry about their previous issues.

While saving staff time and frustration is important, so is careful stewardship of ministry dollars. GNJ saves approximately \$100,000 a year by using UMC Support. Most of those savings can be attributed to UMC Support's ability to remove the remote desktop environment and provide continual support at a much lower cost than most vendors.



SERVICE

Ryan was impressed from the very first call to UMC Support. He and his team have always felt confident and comfortable with GCFA's new service. "I really appreciated during the transition that it was collaborative. UMC Support let me communicate to our staff in a way that favored our culture, schedules, and communication cycles. [They] prepared all of the material and let me be the point person for the organization. That collaborative approach works well because my staff can easily go to me with questions and issues they might have."



ADDED FUNCTIONS

On the old system, Ryan felt like everything was difficult; even the simplest task of adding a new shared folder for a team seemed burdensome. Previously, Ryan and his team had to submit simple requests to their previous IT contractor to make any changes to their file share site. Now, through Office 365, the onsite administrator can easily add new share point sites when needed. The administrator can also add members who need access to shared folders, which allows the team to utilize the folder immediately. This added function has been one of the greatest developments for everyone involved. Another

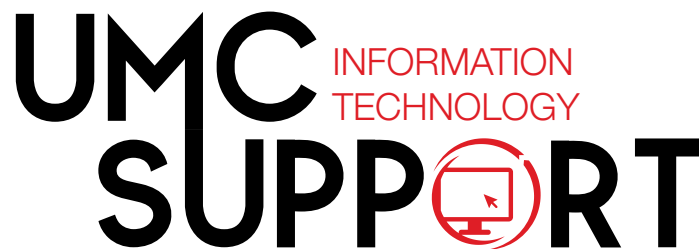
added function is the ability to increase security by using Multi-Factor Authentication. This added layer of protection keeps GNJ more secure from cyber-attacks and losing sensitive data.



SUPPORT

They also love UMC Support remote support line (“Help Desk”) because of its callback feature. Their former IT vendor did not have that option, so staff would end up sitting on the line waiting in the queue for long periods of time. With the callback feature, when you leave your number, you can expect to get a callback in as little as 5 to 10 minutes. This type of support is one of the most appreciated features.

UMC Support loves partnering with ministries like The Greater New Jersey Annual Conference and hopes to bring more value to others in the future. We are grateful to the GNJ staff for letting us service their IT needs first and foremost, but also for the time they were willing to spend telling their stories so that other ministries may benefit. UMC Support’s IT team provides all areas of technology support, from purchasing to installation to continued support, to all Methodist ministries, including local churches, camps and retreat centers, and affiliated ministries.



***Need more information or are you ready
to talk to a IT expert?
Contact UMC Support today!***

**FOR MORE
INFORMATION**



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