DIOCESE *of*
TRENTON

Client Story

The Diocese of Trenton Improves Outreach With Optimized IT

Refocusing objectives on serving its community, this religious organization grew exponentially in digital and physical presence — all while simplifying IT, saving time and money, and empowering staff to better live its values.

The vision: Scaling with purpose to serve more faithfully

The Diocese of Trenton was established in 1881 and holds a Catholic population of 830,000, serving 97 parishes and 32 Catholic schools. Since 2005, the Diocese of Trenton had partnered with Insight to build IT solutions and establish managed services. The diocese now saw an opportunity to drive further improvements with project management, enterprise-level IT support, operations, security administration, oversight and planning.

As the sole engineer-level provider for IT management on staff, the diocese's director of computer services needed to create a stronger, more resilient IT support and operations landscape for all users, and a better working environment for its employees. These were all important factors in the diocese's ability to grow and take on the ever-increasing volume and complexities of today's IT landscape.

> *Carrying out the mission of the church, the Diocese of Trenton has been a long-standing pillar of the Trenton, New Jersey, community — advancing the causes of faith and peace across all walks of life.*

Clearing a path

Before the diocese's current operations could undergo change, Insight provided a reassessment of its storage, data protection and compute needs that had already been bolstered by our back-end management services. Many years ago, when the diocese wanted to consolidate and clean up its disparate and outdated database, Insight's Software Solutions Group (SSG) team conducted an assessment and application mapping exercise — this map proved pivotal for the new leadership to envision its current state, its gaps and our proposed plans to resolve them.

Industry:
Religious organization

The challenge:
Address complexity due to expansion while modernizing outdated systems and reducing staff burden.

The solution:
A hands-off approach to modern, scalable IT with managed network, backup, security and more.

Insight provided:
- A modernized, agile network
- Dedicated project management
- In-depth assessments & strategic recommendations
- 24/7 support & remediation
- Security patching

Insight services:
- Managed Services
- Professional Services
- Consulting Services

Stronger security with networking & Disaster Recovery (DR)

As the Diocese of Trenton expands its IT purview to cover parishes, and eventually schools, it needs a secure, connected and uniform network for all users to access. Because of this, we've redesigned and modernized its networking needs through Cisco, where the diocese is now standardized.

For online optimization and cost-effectiveness, moving cloud options — Wi-Fi and access — to Meraki® has been critical. We've also set up a DR strategy in Azure®, which is powered by Commvault, and are conducting a pilot to move to an Insight-managed Azure Virtual Desktop solution. This will further reduce cost and complexity by replacing the legacy Virtual Desktop Infrastructure (VDI) solution.

A focus on data center operations and support

Several years ago, the Diocese of Trenton moved from a colocation in Pennsylvania to a new production site in New Jersey. Insight was enlisted to help with a redesign of storage, compute, network and security for a successful transfer of data and operations, with future support.

"Most technologies in place are backed by Insight OneCall™ for multi-vendor support via a single support channel," says Insight's solution executive. "For the diocese, this has mitigated obstacles to root cause findings by eliminating vendor finger-pointing and providing clear sight of the bigger picture."

The outcome: Reliable support to help the organization run smarter — at all times

Through continuous improvements driven by assessments, the diocese has ensured effective and efficient technology solutions, preventing it from needing to double or triple its IT staff — all while while keeping current employees' workloads manageable. Leveraging Insight's proactive Managed Services and OneCall support, the diocese now has uninterrupted monitoring, alerting, patching, support and remediation so the IT staff can focus on end users and current initiatives — rather than back-end challenges.

According to Anthony L. DeLorenzo, Director of Computer Services for the Diocese of Trenton, "When I moved into my IT director role in 2016, partnering with Insight for application mapping helped me understand the outdated systems we were using at a much deeper level — so that we could modernize and centralize our applications."

He adds, "The addition of monthly patching performed by Insight Managed Services has taken the responsibility out of my purview. Today, I'm able to focus on core initiatives, plan IT initiatives efficiently and effectively — and most importantly, provide additional support to our valued parishes and schools in the Diocese of Trenton."

The strong, trusted alliance continues as technology advances and the diocese's purview grows and gains sub-organizations. Insight provides continual support and reassessments as needed, and assists with modernizing and adding features. This keeps the institution running reliably and securely, all while keeping costs economical.

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> *— Anthony L. DeLorenzo, Director of Computer Services, Diocese of Trenton*

Encompassing a holistic approach to IT security, networking and business operations integration, the Diocese of Trenton has unified its IT network. Not only has the organization been able to keep operations running smoothly, it has also forged a path for new and improved services that will keep expenses and workloads down for the diocese and its employees. With low overhead, efficient IT operations, high resiliency and a trusted partnership spanning nearly three decades, Insight will continue to enable the Diocese of Trenton's mission to transform from the inside out as it continues to grow.

Benefits & outcomes:

Optimized operational efficiency

Stronger security across the network landscape

Consolidated & cleaned database

Reduced staff burnout with fewer staff requirements

Consistent user experience across all organizations

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