



# Standardization of IT environment ensures greater performance and reliability

## Client

Our client is a healthcare and wellness services provider helping children and families live better lives. They are a comprehensive human services' agency that delivers foster care programs, group homes, and outpatient mental health clinics directly to individuals and families.

## Challenge

The client wanted to improve their IT management and security, which required the standardization of their IT environment. The entire IT Environment was on Mac systems. The client also wanted to streamline the management of applications, primarily third party applications running on a mix of older and newer technologies. This included scaling up of application availability and performance, and increased application security standards.

## Marlabs Solution

Marlabs proposed a scalable, highly available, and easy to manage IT environment. This ensured greater performance and reliability and ability to be flexible to changes without any investment costs. This involved moving all applications to Marlabs data center including Website, financial accounting, billing, EDI, and email.

Marlabs team installed all applications on Mac servers and moved desktops to Macs including network shares, permissions. We identified profiles/images for each desktop machine and pushed images to the new Macs. We were also responsible for maintaining and monitoring all applications on a 24x7 basis and providing comprehensive desktop support.

## Benefits

- Savings on client access license (CAL) costs by migrating to Apple email platform
- Centralized applications under one roof
- Established secure data protection
- Implemented standards and best practices for application support
- Provided stable operating environment
- Raised customer satisfaction levels

## Technologies

- Mac Servers
- Mac Desktop
- Parallels

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*Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things, and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.*

For more information: please call us at +1(732)-694-1000 or email us at [sales@marlabs.com](mailto:sales@marlabs.com) • USA | Canada | Latin America | India | Malaysia • [www.marlabs.com](http://www.marlabs.com)