



De Paul Treatment Centers  
CREATING FREEDOM

THE POWER OF EXPERT IT™

**Polar**  
SYSTEMS

# About Us

As a family-owned and locally-run company since 1981, Polar Systems understands the needs of small and medium-sized businesses. We strive to recognize the unique needs of every single client and provide a solution tailored to each individual organization. Our goal is to exceed our clients' expectations through unparalleled customer service and support, proactive communication, best-in-class innovative solutions, and a long term commitment to mutually beneficial partnerships. That's the Power of Expert IT!

## Problem

DePaul switched from another Managed Service Provider to Polar Systems. The reason for the switch was they were having high trouble ticket counts that were nearly triple the industry average. The Polar Systems onsite support team quickly identified the leading causes as virtual server sprawl, poor network management, creation of unknown group policies, and widespread secure-print issues. All of these factors created tremendous complexity to the network making it very difficult to troubleshoot. In the end, users were having chronic problems and their issues were just not getting resolved in a timely manner leaving both users and management very frustrated.

## Result

DePaul Treatment Centers is now fully aware of the roles their servers are performing, and can more easily integrate new solutions as their industry demands. In addition Polar was able to reduce support tickets by 39% in the first six months. Now employee productivity is high, users are happy, and their technology support is responsive and responding with confidence in an environment that is predictable and scalable.

## Solution

DePaul Treatment Centers signed on as a PolarStar managed IT client to solve their many issues. This included rebuilding and making sure organization workflows were completely HIPPA compliant and easy for end users to use. Over a 3-month period, Polar Systems vCIO and onsite engineers became very familiar with DePaul Treatment Centers operations and department goals uncovering critical projects that needed to be completed immediately. These projects included Active Directory and rebuilding their virtual server infrastructure. Active Directory Group Policy was rebuilt to best practices, removing years of patchwork. Finally Polar Systems engineers rebuilt their virtual server infrastructure to best accommodate the client's new applications, saving money and minimizing complexity.

"We changed various applications and business processes over the years and needed to tune our server stack accordingly. We also had some major secure print issues and needed support for many new services we planned to roll out. Polar has proven they could support these changes and more with ease."

- Pam Belli, CFO