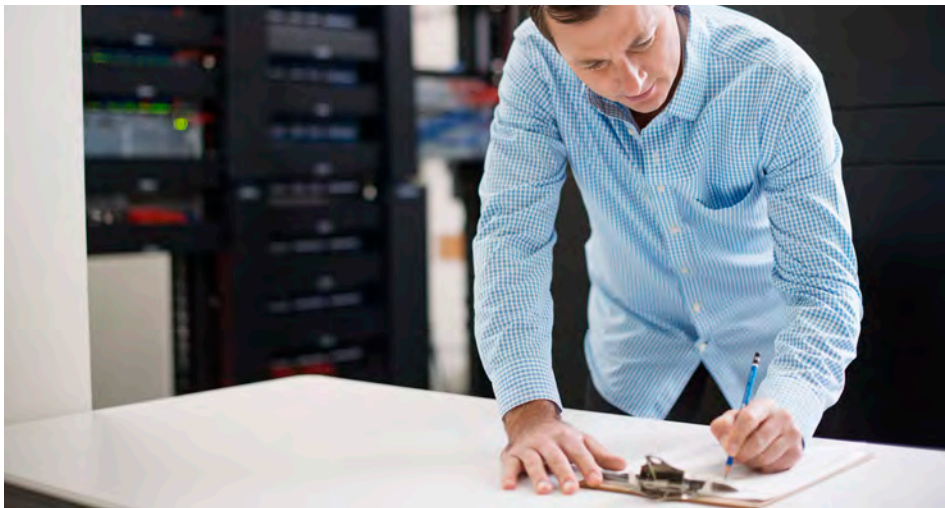


Optimized IT infrastructure helps deliver better support services.

“When we started working together, I told them, ‘I’m not going to be a million-dollar customer, but I want you to treat me like a million-dollar customer.’ And I can honestly say that they have. They’ve given us a huge amount of peace of mind.”

– Joe Cowley, CEO, Center for Alcohol & Drug Services



ABOUT CENTER FOR ALCOHOL & DRUG SERVICES

Founded in 1980, the Center for Alcohol & Drug Services (CADS) is headquartered in Davenport, Iowa.

CADS provides a variety of substance abuse services focused on support, care, and treatment designed to meet the needs of families and individuals throughout Eastern Iowa and Western Illinois.

The organization currently has 100 employees across six offices.

CASE STUDY SNAPSHOT

THE CHALLENGE

- Non-profit organization with a limited budget.
- CADS needed to upgrade its IT environment and operate more efficiently.
- Wanted to work with a trusted partner to manage and maintain their IT infrastructure so the organization could focus on delivering substance abuse treatment services.

THE SOLUTION

- Xerox conducted a full 360 IT analysis across all six CADS sites, including interviews with end-users.
- A proposal was presented based on analysis results and budget requirements.
- Provided a complete onboarding and implementation roadmap with multiple financing options.

THE RESULTS

- IT environment is professionally managed by a trusted partner.
- Upgraded IT technology and enhanced workflow processes.
- Proactive maintenance and monitoring.
- Rapid and reliable response.
- Improved ability to focus on delivery of substance abuse support services.

Find out more at xerox.com/it-services