CloudMetric™

Peer Support South East Ontario (PSSEO) is a non-profit organization that provides support and services within Southeast Ontario to people who are experiencing addiction and/or Mental Health issues and are seeking Peer Support to manage and work toward being well. It is funded by the Ministry of Health and Long-Term Care through the Southeast Local Health Integration Network. Non-profit organizations are among the top targets for hackers worldwide due to their volume of private information and funds. Peer Support was in a vulnerable position because of their old, inadequate, two-person IT team. Cloud Metric provided them with a customized managed solution that featured backup and security updates, giving the organization 24/7/365 availability and reliability.

Peer Support
South East Ontario

"Cloud Metric has been a perfect extension to our IT department, and have delivered precisely what we needed. They are all in, sleeves pulled up, ready to take on any challenge or opportunity as they present themselves."

Todd Buchanan
Peer Support Centre Manager

Challenges Faced by PSSEO

Outdated Infrastructure
PSSEO relied on a communication system built on outdated physical equipment (such as low-quality switches). Their telephony system had a fixed amount of data infrastructure that was not scalable to their current requirements, and their Backups were kept off-site, causing long recovery times.

Ineffective MSP
The previous managed service provider could not provide adequate support for PSSEO. They were a small team, that was not readily available. They were unable to deliver on what they had promised and were failing to meet the needs of PSSEO, while charging exorbitant prices.

Insufficient Security
PSSEO's cybersecurity was insufficient to meet HIPAA standards. The safeguards on their servers were rudimentary, single factor authentication methods, relying solely on a single password for protection. This left them exposed to malware, phishing, and social engineering.

Solutions by Cloud Metric

Modernization
CMI performed a gap analysis to accurately pinpoint weak spots within PSSEO's existing system. Our team then supplied them with new physical equipment. Next, we migrated both their data and backups onto our Canadian Cloud servers, which offers options for scalability. This allows PSSEO to adapt to growth while complying with legal requirements.

Service and Support
At CMI, we pride ourselves on our always ready 24/7/365 service and support. This continuous availability was exactly what PSSEO needed. Our project management team worked with PSSEO to build a custom plan to implement the solution and oversaw the delivery. We were able to offer PSSEO an aggressive SLA to reduce downtime, all while saving them money.

Cybersecurity
Our team of IT experts updated PSSEO's cybersecurity, implementing endpoint protection, for email and desktop security. To protect sensitive data kept on our servers, our team implemented intrusion detection and we monitor for any suspicious activity, allowing us to take preventative measures. Finally, we installed Multi-Factor Authentication software, for an added layer of security against social engineering.

Client Testimonial

How was Cloud Metric Inc. able to help you?

"CMI has helped reduce downtime and upgraded our cybersecurity. Hastings Prince Edward Ontario Health Team (HPE OHT) recently released a threat update advisory with our IT department to bring awareness to the rising rate of cybercrime. We knew we had to take preventative measures to protect our sensitive data against exploitation. CMI established defences so that we could rest assured we were safe in the event of a cyber attack."

How would you describe the difference between CMI and other service providers?

"Before partnering with CMI, our IT infrastructure was completely outdated it had no security and old hardware. Our previous MSP was a two-person IT company that failed to deliver and was not available when we needed them. CMI overhauled our system, their tech team was knowledgeable, and their project management team was fast and effective. Once we switched to CMI, their support team was there for us at all the most important times – when we needed them"

How would you describe the service provided and company values?

"CMI provided a fantastic, state of the art solution and provided excellent support after implementation. What we appreciate most of all is the peace of mind that comes with choosing CMI, knowing that a team of experts is working with us, with our best interest in mind. Their team values hard work and honesty and they are dedicated protecting our data, allowing us to focus on our work of helping people who need it."

The Cloud Metric Advantage

Proactive and managed security for your business

Desktop and mobile endpoint support and maintenance

Dedicated project management and 24/7/365 Support

Compliant backup and disaster recovery solutions

100% Canadian owned and operated

Monthly reviews of environment and assets

Our IT Group

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