

Children's Museum of Houston

About the Children's Museum of Houston:

The most advanced, state-of-the-art children's museum in the United States.

Founded in 1980 by a group of Houston parents, the Children's Museum of Houston now serves more than 750,000 annually, making it the third most frequented children's museum in the country. There are 11 permanent exhibits, including Kid-TV, which lets kids experience life as a TV news anchor, sound booth director, or camera operator. In March 2009, the museum opened its doors to a newly renovated 83,000-square-foot exhibition space with seven brand-new exhibits.

As a non-profit organization, the Children's Museum of Houston must get the most out of every dollar spent. So when a growing list of technical issues, service calls, and poor response times inhibited their ability to do business and threatened to spiral the museum's IT budget out of control, Rick Daigneault, Director of Finance and CFO of the museum needed a better solution. **"I hit a home-run when I hired PSP," says Mr. Daigneault, "I really believe they have the best interests of the museum at heart with every recommendation."**

With two facilities, 4 servers, 100 workstations, proprietary and specialty software programs, and 60 interactive exhibits, the museum needed a seasoned, flexible IT provider. So Mr. Daigneault called upon PSP Solutions, LLC to help, "PSP consistently meets the challenge of minimizing downtime without nickel and diming the museum for items outside the scope of a typical service contract." Bottomline, **PSP Solutions provides comprehensive IT solutions that include a higher level of service at a better price.**

A Cost-Saving Solution

PSP's reputation of trust and responsiveness, along with the competitive pricing, gave Mr. Daigneault the confidence to make the switch. Once in place, PSP put a full-time technician on site to immediately address issues affecting the museum's ability to do business. With more than 90 computer users, PSP also quickly identified the need for a central online trouble ticket system. This enabled the users to request help with computer issues directly. In addition, this provided a way to gather and prioritize the computer issues based on need.

PSP then implemented its proprietary **PSProactive™ Managed Services Solution**, a state-of-the-art IT network management software that provides 24/7 protection, monitoring, management, support, maintenance and data backup of the museum's entire technology network remotely. Once installed on the museum's network, PSP was able to significantly reduce downtime of the system through the proactive management of the museum's IT environment. Within a matter of months, the need for a full-time technician was reduced to part-time, saving the museum even more money.

Keys to a Long-term Partnership

PSP's commitment to customer service and ongoing communication with its clients has been a key part of this successful partnership. Not only does the museum talk directly to PSP's team leads on a frequent basis, they also

meet monthly to identify problem areas, review trouble tickets, address staff training, discuss current project status, and initiate planning for new projects.

Mr. Daigneault summarized their partnership this way: “Not only has PSP provided a significant cost savings, they continually go the extra mile and provide added value at every opportunity.” Would Mr. Daigneault recommend PSP? “Absolutely! In fact, I’ve already referred them to about a half a dozen people.”

Let PSP Work for You

PSP Solutions is ready to help you and your business grow and succeed. Let’s begin! Contact us today at 402.933.6887 or visit us online at www.PSPOmaha.com.