



Resultant | The Villages

Digital Transformation Boosts The Villages' Reach and Impact for Indiana Kids

[The Villages of Indiana](#) is a not-for-profit licensed child placing agency providing numerous essential family services including foster care, adoption, services for children as they age out of the foster care system, and the [Healthy Families](#) child abuse prevention program. They're committed to supporting families and communities to build brighter futures for children, youth, and those who care for them.

Because they work closely with the Indiana Department of Child Services and serve over 10,000 individuals annually, their IT must provide iron-clad security, strict compliance, and intuitive systems so case workers can direct their attention to helping children—not battling technology.



TRANSFORMATION: A TWO-WAY STREET

While Resultant helped The Villages with a massive digital transformation, they in turn helped us transform and refine our procedures and processes for future clients. Willing and eager early adopters, The Villages' team provided valuable feedback on implementation strategies, testing processes, and communication protocols.

Our engagement first began with an IT assessment, evaluating efficiency, security, and how well their IT was supporting their work. We examined infrastructure layout, hardware, and software in detail and recommended a five-year plan, which is now largely completed.

But early in the assessment process, there was a change in The Villages' IT leadership. What could have derailed the entire plan turned out to be a blessing as Raymond Manley jumped in to fill the gap. Armed with intimate knowledge of the challenges employees faced and the strong belief that transforming their technology could have a massive impact on their mission, Manley committed wholeheartedly. We supported his transition, helping to smooth the way and make sure nothing slipped through the cracks.

About The Villages

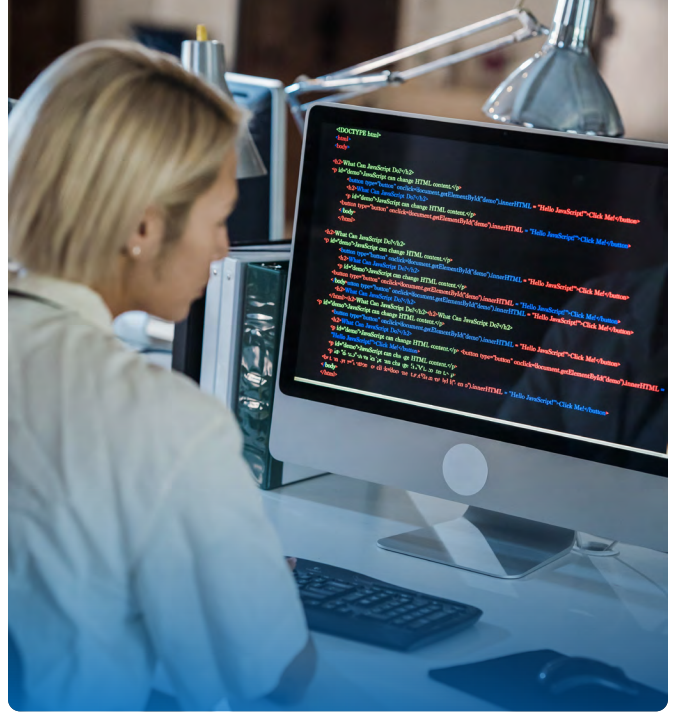
Established in 1978, [The Villages of Indiana](#) is a statewide, not-for-profit licensed child placing agency committed to supporting families and communities to build brighter futures for children, youth, and those who care for them. Working closely with the Indiana Department of Child Services, they have 16 offices, over 250 employees, and serve over 10,000 individuals annually.

THE VILLAGES' FIVE-YEAR ROADMAP

We began the digital transformation process in 2018 and approached it project by project.

- Modernized server infrastructure
- Moved from a legacy active directory setup to Office 365
- Helped choose the best hardware to support their staff and workflows, including arranging for employees to test drive new laptops
- Deployed InTune (now part of Microsoft Endpoint Manager) to automatically configure and manage current and future hardware
- Assisted with company-wide mobile phone changeover
- Migrated full organization to Teams and Sharepoint
- Finalized complete, cloud-based infrastructure, eliminating dependence on on-prem servers
- Kept organization up to date with licenses, wireless access points, and anti-virus measures
- Facilitated accounting software modernization

“We had a setup from the late 1990s that was very taped together,” said Manley. “Now we have a modern organization in which if something happens to your system, I can have you up and running on a new system within two hours. That’s pretty impressive.”



TECHNOLOGY FIRST SERVES PEOPLE

Throughout every step of the digital transformation, both the Resultant and The Villages teams kept their focus on the employees in the trenches—what they needed and what would make their lives easier. We strove to make the technology feel seamless and directed it into simplifying their workloads wherever possible.

“The people working out in the field serving our families and kids—our case managers and social work staff—have really hard jobs,” said Amy Sanderson, senior director of quality assurance and information. “They’re dealing with incredibly difficult and stressful situations and may be up working until 3 AM because of an emergency.”

The Villages’ five-year digital transformation plan included projects to help them easily meet HIPAA compliance, tighter security, and other regulations. The unexpected benefit was that when the pandemic shut down their offices, they were able to transition into remote work far more easily than they would have otherwise.

“I literally needed only between 12 and 24 hours to double-check everything, then send everyone home with their systems,” said Manley.



COST SAVINGS: AN EVEN GREATER IMPACT FOR NONPROFIT ORGANIZATIONS

Organizations of all types are keen to save money, but when a not-for-profit realizes substantial cost savings, it directly impacts the number of people they can serve. The Villages' digital transformation yielded savings in many areas, from giving more time to case workers by eliminating technology bottlenecks to freeing IT resources from mundane tasks, damage control, and on-prem maintenance, allowing them time for more innovative projects.

"Using Resultant's recommendations and just getting off the servers—I can't even tell you how much money that saves us," said Sanderson. "We've invested in the long run, and it really does save a lot of money being more efficient."

The Villages value consulting with Resultant about future hardware and software decisions and to make sure they're continuing to innovate and move forward.

"They're absolutely excellent on giving us best practices in the industry and making sure we fit those as closely as possible," said Manley. "And in essence, we've become a family services organization in the middle of the country who's right on the cutting edge of technology, which is a little shocking to say."

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This large shift that we've done has allowed us to move from a badly reactive organization to a highly proactive one.

— RAYMOND MANLEY
IT Director

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