



## CASE STUDY

# Access Services | Strengthening IT Infrastructure Through Strategic Partnership

Over the past several years, Access Services has partnered with enkompas to build a modern, resilient IT environment. Moving beyond reactive support, enkompas has helped the organization understand its challenges, address pain points, and adopt IT solutions that meet today's standards.

**CLIENT:** Access Services



**INDUSTRY:** Individual and Family Services

**LOCATION:** Fort Washington, Pennsylvania

**SERVICES:** Supported Living, Foster Care

## About Access Services

Since 1976, Access Services has empowered individuals and families across 14 counties in Eastern Pennsylvania. Through five divisions—behavioral health, intellectual disability & autism, children & family services, housing, and faith & mental health—they provide personalized, innovative support to help people achieve fulfilling lives.

## The Challenge

Access Services faced several IT challenges common in growing organizations:

- Limited visibility into infrastructure pain points and system inefficiencies
- Difficulty implementing long-term IT strategies beyond day-to-day troubleshooting
- Need for improved IT systems that align with modern standards and support organizational growth

The organization needed a trusted partner who could not only solve immediate problems but also provide strategic insight to enhance its IT environment.

## The enkompas Solution

Enkompas partnered with Access Services to deliver a comprehensive approach to IT support and strategy:

- **Infrastructure Assessment & Planning:** Detailed analysis to identify pain points and create actionable improvement plans
- **IT Modernization:** Solutions designed to bring systems up to current standards, improving performance and resiliency
- **Strategic Guidance:** Ongoing recommendations to optimize IT operations and anticipate future needs
- **Hands-on Support:** Implementation and support of systems, ensuring seamless day-to-day operations

Through this proactive, partnership-focused approach, we helped Access Services build an IT infrastructure that supports both present demands and future growth.

## THE RESULT

Access Services now enjoys:

- A modern, resilient IT infrastructure aligned with current standards
- Clear visibility into challenges and pain points, with actionable improvement plans
- Strategic guidance to anticipate future technology needs
- Confidence knowing their IT partner supports them proactively, not just reactively

With enkompas as a trusted partner, Access Services can focus on serving their communities, knowing we keep their IT systems secure, efficient, and ready for future growth.

## What Access Services Says About Their Experience

‘enkompas’ dedication to Access Services has proven invaluable over the last few years as they have helped us build our infrastructure, understand our challenges, and identify pain points. They have provided us with plans that not only solve the problems but boost our IT environment – bringing us to current day standards.”

— Sue Steege, President & CEO, Access Services

