



## Boyle Street Community Services success story



### The customer

Since 1971, Boyle Street Community Services - a non-profit organization, has supported individuals and families who are experiencing homelessness and poverty in Edmonton. Boyle Street provides over 40 programs, including emergency housing and counseling across 13 locations in Edmonton. It serves around 12,000 adults, youths, and families with the mission of ending homelessness in the city.



### The challenge

Reliability and efficiency are essential for Boyle Street staff, as they work with community members daily. With no internal IT department, the organization needed a provider who could upgrade devices, fix issues, and offer customized services and guidance to support business needs.



## The solution

Fully Managed by TELUS Business (FM) has worked with Boyle Street Community Services since 2010 to provide a reliable IT foundation and support services. The FM team examined Boyle Street's infrastructure and prioritized items that needed to be upgraded, changed, or replaced.

FM began by implementing reliable, standardized laptops across all Boyle Street locations. Then the team helped Boyle Street transfer data into the cloud, reducing hardware and maintenance costs while providing the reliability and flexibility desired.



## The result

Boyle Street, and FM continue their strong partnership with top-of-the-line hardware and timely service after the conclusion of major projects. Account manager Ron Stewart describes the relationship as "very collaborative with lots of interaction, open communication of information, ideas, and feedback with a shared value on both sides. Boyle Street appreciates FM's guidance and insights into their operations through their feedback." Stewart acknowledges the valuable lessons learned in the process.

Thanks to FM's experience working with non-profit organizations, the team has been able to support Boyle Street through different challenges. The main goal of providing reliable service while also focusing on efficiency for their services and programs is important to Boyle Street, as well as considering new solutions to keep services up to date. Fully Managed by TELUS Business is proud to act as Boyle Street's trusted IT partner, helping them help those experiencing homelessness and poverty in Edmonton.

"We appreciate the services that Fully Managed has provided for us throughout the years, the open communication and collaboration have kept our relationship strong. They provide a sense of reliability with seamless service to help continue supporting those who are in need."

- Andrew Yeo, Director of Operations,  
Boyle Street Community Services

Find out how we can help **you** deliver exceptional service.

Contact [sales@fullymanaged.com](mailto:sales@fullymanaged.com) to learn more.