

CASE STUDY | The Water Research Foundation

How ELEVATE transforms a business.

Background

The Water Research Foundation is the world's leading One Water research and innovation organization operating on six continents, enriched in 2018 through the integration of two highly respected research collaboratives: the Water Environment & Reuse Foundation and the Water Research Foundation. Separately, these foundations focused on research to support varied segments of the water sector—water reuse, wastewater and stormwater, and drinking water. The single mission of the combined organization is to advance the science of water to improve the quality of life.

Business Challenge

As a result of the merger of the organizations, WRF had a unique challenge of bringing together two disparate organizations both culturally and geographically in to one unified team. **The newly appointed CEO and his leadership team had a belief that technology could be one of the catalysts to bring together the organizations and drive greater collaboration among the team members.** They needed a strategic partner who understood the unique nature of their organization and could think beyond pure technology to help them execute the plan. In addition, they wanted a technology partner with the expertise who understood the technology options available to achieve the goals for the initiative.



The merger of the organizations also presented an opportunity to consolidate technology operations to improve the overall performance of the organization. Once again, the WRF CEO and his team needed a strategic partner with the thought leadership to help WRF develop a long-term technology roadmap that would take the organization to the next level yet had the technical and operational expertise to address their ongoing needs for support. They needed a program that could benchmark their current performance and develop a plan that could ultimately migrate them to a best in class solution for their association members and internal employees.



Technology Solution

Elevate Services Group delivered a comprehensive managed technology solution to WRF, including a strategic approach to IT management and security, managed network, managed public cloud infrastructure, and service desk services:

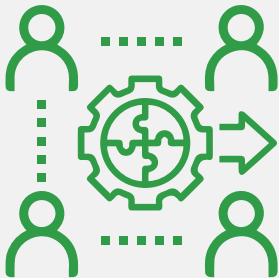
- **Strategic IT approach**

Elevate began its relationship with WRF using Elevate’s proprietary Discovery, Analysis, Roadmap and Timeline (DART) methodology to develop a strategic technology roadmap for the organization and help lead the organization to a more strategic approach to IT for serving its members. Utilizing Elevate’s vCIO, WRF was able to thoughtfully plan in the areas of network, infrastructure, security, and applications to optimize their overall architecture and plan as a result of the merger.



- **Collaboration platform**

Elevate used the combined O365 technology platform and external training services to create a powerful solution for driving collaboration among the newly formed organization. By leveraging the O365 platform and Microsoft Teams in which WRF had already made an investment, everyone in the organization received a three-day training program that helped them fully leverage their technology investment and facilitate their goal of using technology to bring the organizations together using a collaboration platform.



- **Cloud infrastructure and service desk support**

One of the initial projects to support the consolidation within WRF was a platform migration to the public cloud. This would provide WRF with the technology and economic benefits they were looking for to improve their operations. By migrating to the public cloud, WRF users experienced performance improvements while all team members began to work from a common and integrated platform. Elevate’s unique expertise in public cloud technologies and migrations put them in a strong position to serve WRF’s needs. WRF was also looking for consolidation of their service desk to support their Denver, Colorado and Alexandria, Virginia locations from a single service provider with the operational expertise to meet their service level requirements. Elevate’s centralized network operations and support desk services provided the optimal solution to consolidate WRF’s technology operations.



“The move to Elevate was the smoothest service provider transition I have experienced”

— Tania Haskins, COO of The Water Research Foundation.



Outcome

By engaging with Elevate Services Group as their strategic technology partner, WRF was able to achieve success in their goal to create greater collaboration among team members toward a more unified organization as a result of the merger, while helping them to consolidate their technology operations by migrating to the public cloud and offering consolidated network management and service desk support. Elevate was also able to help WRF think more strategically about technology by developing a strategic technology

roadmap for the organization and executing on a cloud migration plan within the roadmap. All of this has transformed WRF’s thinking about technology from a tactical operator of disparate technology solutions to a more strategic approach for serving their association members and employees using technology as an enabler to their business strategy.



Elevate Services Group offers the highest level of services and expertise including senior technology and business leadership, certified cloud engineering and certified service technicians. This is what we call **“Technology Re-imagined”** where performance is at its peak, technology is flexible, service is simple and the problems are few and far between.

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Evan Eakin | Co-Founder & CEO

Expertly navigating organizations through technology transformation, Evan has rich experience with service businesses and has consulted or led teams for over twenty years.



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