



## CASE STUDY

# Strategic IT Support Driving Reliability and Productivity for the Canadian Foundation for Pharmacy

A long-term partnership where responsive IT solutions minimize downtime, enhance efficiency, and provide peace of mind.



Average Resolution Under An Hour



93% First-Call Issue Resolution Rate



99.459% Satisfaction Rating



15-Day Onboarding

## Overview / Summary

The Canadian Foundation for Pharmacy sought a technology partner that could resolve issues quickly and accurately, while also fostering a more productive workplace.

Technique delivered by combining certified expertise, proactive monitoring, and a member-centric approach that placed the foundation's operational needs at the forefront.

With responsive support and a forward-looking IT strategy, the partnership brought both stability and confidence to their daily operations.



**“Your team’s ability to quickly address and resolve issues far exceeds that of any IT department I’ve previously worked with.”**



Linda Prytula, Executive Director,  
Canadian Foundation for Pharmacy

## Business Challenge & History

The Canadian Foundation for Pharmacy was struggling with slow response times and unreliable IT support.

Previous providers failed to resolve issues promptly, causing repeated interruptions to staff productivity and diverting attention from critical responsibilities.

For an organization that relies on efficiency, these lapses in support created operational friction that could no longer be overlooked.

Compounding the problem was the absence of proactive monitoring and dependable system oversight. Leadership required confidence in their IT environment, knowing that disruptions would be minimized and risks actively managed.

Without this assurance, downtime threatened not only daily operations but also the organization's long-term stability and performance.

## The Solution

Technique introduced a multi-layered approach to strengthen operations and reduce inefficiencies:

- **Rapid Response:** All support requests were answered live, around the clock, eliminating delays and automated hurdles.
- **Proactive Monitoring:** Continuous system oversight and preventive maintenance minimized recurring issues and improved stability.
- **Dedicated Engineers:** A consistent team, already familiar with the client's environment, accelerated problem resolution and built trust.
- **Strategic Guidance:** Clear communication and collaborative planning allowed leadership to make informed decisions on upgrades, budgeting, and future technology needs.

Through this structured support model, IT evolved from a recurring challenge into a strategic advantage for the foundation.

## Going Forward

Looking ahead, the client anticipates continued efficiency gains through proactive monitoring and streamlined support. With a strong technology foundation in place, they are positioned for smoother scalability as their operations expand

## The Benefits or Outcomes

Greater stability across systems was achieved as proactive monitoring identified vulnerabilities early, reducing the likelihood of repeated disruptions and keeping operations steady over time.

Response efficiency dramatically improved with live, around-the-clock support, ensuring that even complex issues were handled quickly and with minimal impact on the client's responsibilities.

Confidence in future planning grew because the support team not only solved immediate problems but also provided strategic input, giving leadership clarity on budgeting, upgrades, and long-term IT alignment.

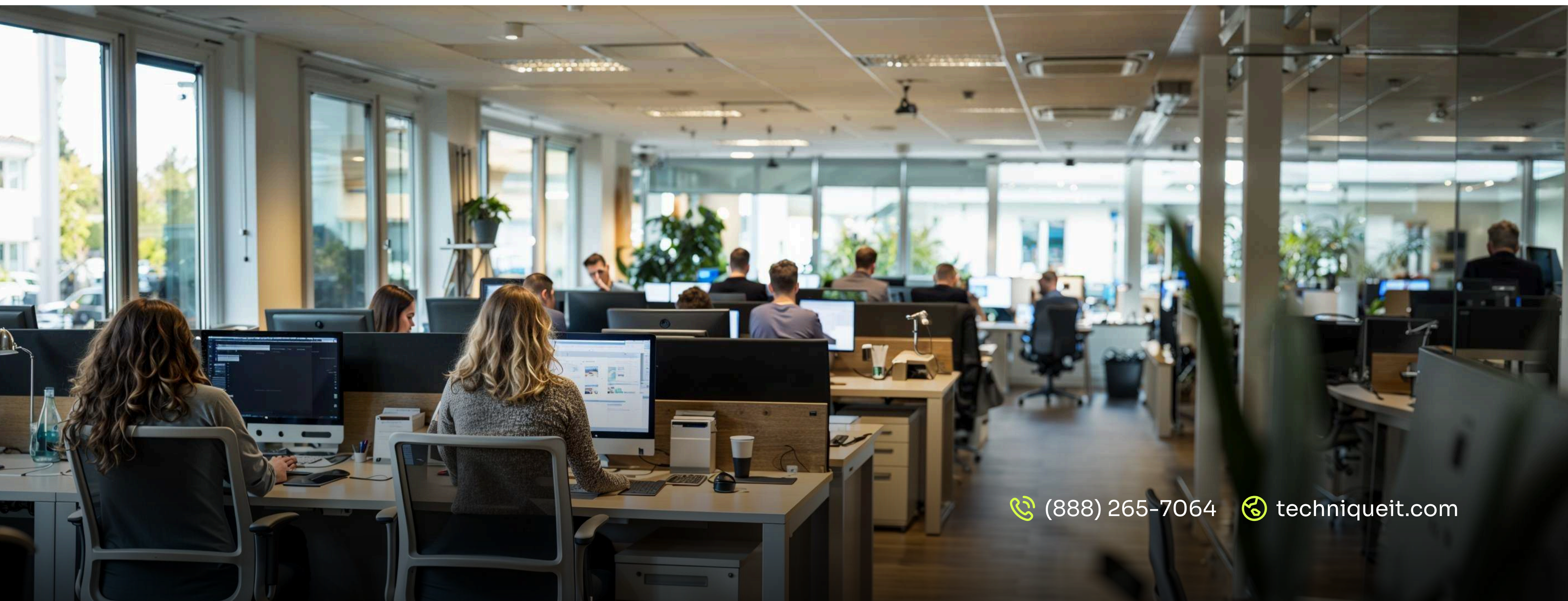
Together, these benefits transformed IT from a reactive burden into a consistent enabler of organizational productivity and reliability.

## Solutions Deep Dive

To deliver measurable improvements, the engagement focused on three key areas that shaped long-term outcomes.

### 1. Strategic IT Alignment

The team conducted a full review of systems, workflows, and user requirements. This allowed them to design an IT roadmap that aligned with business goals and addressed hidden inefficiencies. Instead of short-term fixes, the emphasis was on structured, future-ready planning.



## 2. Advanced Cybersecurity Reinforcement

Security was elevated through layered protections, real-time monitoring, and strong data safeguards. By moving beyond baseline defenses, the solution reduced exposure to threats and gave the client confidence that sensitive information was consistently protected.

## 3. Streamlined Support Experience

From responsive helpdesk access to proactive issue prevention, support was redesigned around speed and clarity. Users benefited from faster resolutions, consistent communication, and a service experience that felt like a true extension of their own team.

### Transform IT Challenges Into Strategic Wins With Proven Expertise

Gain decisive technology support that strengthens security, enhances efficiency, and accelerates your long-term growth.

Get Help Now

## A Partnership That Redefines IT Confidence

This case demonstrates how aligning with the right IT partner creates lasting business impact. By replacing uncertainty with structured support and reliable expertise, the client gained not only stronger systems but also a renewed sense of trust in their technology foundation.

- **Shared success:** With consistent uptime, rapid resolutions, and strengthened security, the client's staff could focus entirely on their roles without distraction.
- **Enduring value:** Having a partner invested in their growth ensures that technology strategy evolves alongside business goals.
- **Future-ready collaboration:** The relationship is not just about fixing problems but about creating an environment where innovation and resilience are part of everyday operations.

