

# Delaware-Morrow Mental Health & Recovery Services Board

## CASE STUDY

### Strengthens IT Security and Efficiency with IP Pathways

#### Overview

Delaware-Morrow Mental Health & Recovery Services Board (DMMHRSB), located just north of Columbus, Ohio, provides critical behavioral health services to its community. With a small team and no dedicated IT staff, DMMHRSB faced growing challenges in maintaining secure, reliable technology infrastructure. To meet the increasing demands of cybersecurity, compliance and operational efficiency, DMMHRSB turned to IP Pathways and their managed IT bundled solution, **TotalTech+** and **Security Posture as a Service (SPaaS™)** offerings.

#### Challenges Before Partnering with IP Pathways

Prior to working with IP Pathways, DMMHRSB relied on a gradual approach to technology and security — using multiple disconnected tools and informal processes managed internally. As Ian Ferguson, Executive Assistant at DMMHRSB, explained:

“We needed more of a comprehensive overall security policy. Before TotalTech+, it was kind of piecemeal here and there. We needed something that was more all-in-one and standardized.”

Without a full-time IT team, managing technology issues and security vulnerabilities often fell to staff juggling multiple responsibilities. Robert Hatcher, Crisis Systems and Training Coordinator, shared that their internal resources were stretched thin:

“Our full-time jobs are not IT, but having the structure [of TotalTech+] was definitely a benefit. It gave us a clear process to follow instead of trying to figure it out ourselves.”

The organization needed a partner that could not only deliver technology solutions but also provide structure, proactive support and continuous monitoring to keep systems secure and efficient.

## The TotalTech+ Solution

IP Pathways implemented TotalTech+, a comprehensive managed IT service that delivers help desk support, proactive monitoring, network management and IT strategy guidance — all tailored to DMMHRSB's needs.

For DMMHRSB, one of the most immediate improvements was the reliability and responsiveness of IT support. Ferguson emphasized:

“The help desk has been consistently strong and responsive. Anytime we have an issue we can't resolve quickly, we submit a ticket and IP Pathways is very responsive — even if they can't fix it right away, they keep us updated and tell us what's happening.”

The team also appreciated the structure TotalTech+ introduced to their IT operations. According to Hatcher:

“The team that worked with us during the transition was very active and kept us on track. Having that structure, especially since our jobs aren't IT, made a huge difference.”

Beyond immediate support, IP Pathways helped DMMHRSB improve their file structure, network accessibility and remote work capabilities.

## Enhanced Security with SPaaS™

As part of their technology modernization, DMMHRSB adopted Security Posture as a Service (SPaaS™), gaining continuous vulnerability scanning, detailed reporting and ongoing employee training.

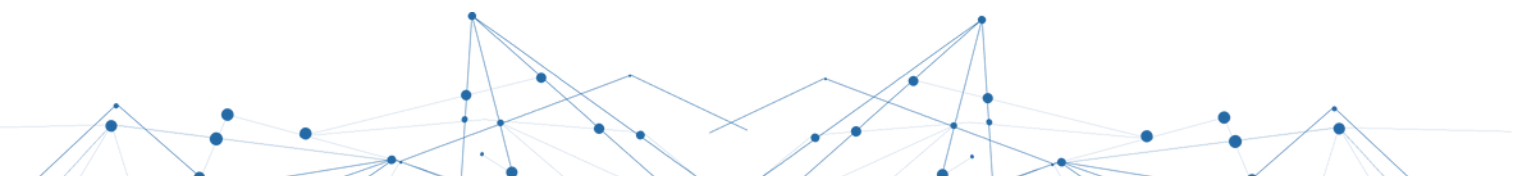
Before SPaaS™, their security approach was largely reactive. With monthly internal and external penetration tests, the team now receives clear visibility into system weaknesses and actionable recommendations to strengthen their overall security posture.

SPaaS™ micro trainings have also significantly increased staff awareness, helping employees understand common threats and how to respond to them effectively. New trainings are released every one to two weeks, making it easy for staff to stay informed and engaged.

## A True Partnership

Beyond technical expertise, DMMHRSB has appreciated the consistent communication and dedicated account support that IP Pathways provides.

Ferguson shared that their Customer Success Manager (CSM) relationship has been particularly impactful:



"We have a biweekly check-in — they come in and ask, 'Are you having any issues? Is there anything we can help with?' Just having that regular check-in and someone we can turn to has been incredibly valuable."

The team also credits IP Pathways for making growth transitions smooth, such as when DMMHRSB recently expanded to a second location.

## Looking Ahead

When asked what advice he would give to other organizations considering TotalTech+ or SPaaS™, Ferguson didn't hesitate:

"If you're anything like we were before TotalTech+, get the total package. Get everything all in one place. It's overarching, it's systemic and it's effective."

As DMMHRSB continues to grow and serve its community, their partnership with IP Pathways remains a cornerstone of their operational and cybersecurity strategy.

