



**Rod Ostermiller, Executive Director, MHC**

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Mental Health Center (MHC) is a beacon of hope for individuals grappling with mental health challenges across ten counties in South Central Montana. Under the leadership of Rod Ostermiller, the center offers a comprehensive array of outpatient services, including psychiatric treatment, medication management, outpatient therapy, addiction counseling, and more. Their mission is to provide compassionate care and support to those in need, helping them lead healthier, more fulfilling lives.

When Rod Ostermiller took the helm as CEO in January 2021, he quickly realized that their IT infrastructure was not up to par, especially for an organization that needed to be HIPAA compliant. "Our level of security was not what it should be," Rod recalls. "That kind of scared me." MHC had an existing relationship with Kelley Create for print equipment, but their IT needs were far more complex and critical.

Rod's relationship with Kelley Create began through a persistent and friendly Strategic Account Executive, Bob Scott. "Bob was kind of like my next-door neighbor," Rod says with a chuckle. "He started paying me visits on a fairly frequent basis, trying to discuss other products that Kelley Create provided." Despite Bob's efforts, the center initially lacked the personnel with the expertise to engage in meaningful conversations about technology.

However, as the need for enhanced IT security became apparent, Rod decided to explore Kelley Create's managed IT services. "We had a company providing us that service, but they couldn't compete with what Kelley Create had to offer," Rod explains. The decision to transition to Kelley Create was driven by the trust Rod had developed with Bob and the urgency of the security issues they faced.

The transition to Kelley Create's co-managed IT services was not without its challenges. "There were bumps along the way," Rod admits. "But the important thing was the level of trust and integrity Kelley Create showed us early on. When they said they were going to do something, it got done." Rod also appreciated the responsiveness of Kelley Create's team, "It's pretty nice to be able to talk to someone as needed," Rod notes. "When something went wrong, the Kelley Create team had no problem taking ownership of it. That means a lot to me as a leader."

The partnership with Kelley Create has had a profound impact on MHC. "Taking something so big off my plate is a huge deal," Rod says. "It adds value not only to me as an employee but to my ability to add value to my organization." The improved IT infrastructure has also provided economic benefits, which are crucial for a nonprofit organization operating on tight budgets.

Rod reflects on the journey and the cultural shift that has taken place. "We went from being a troubled institution to a leader in our industry within our community," he proudly states.

The partnership between MHC and Kelley Create is a testament to the power of trust, integrity, and responsive service. "Culture is king," Rod emphasizes. "And Kelley Create has played a unique role in shifting our culture internally."

*Have a challenge for your organization we can help tackle? We'd love to set up a consultation to see how we can help find a solution that helps grow your business.*



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