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**Sean Preston, Operations Manager, ACCESS**

ACCESS, Jackson County, OR Community Action Agency, has been a beacon of hope for underserved communities, providing essential services like food, shelter, and warmth. With a mission to support those in need, ACCESS operates over 20 food banks, offers transitional and permanent housing, and provides utility assistance, among other services. However, managing such a vast array of programs requires efficient IT solutions, which led ACCESS to partner with Kelley Create.

When Sean Preston joined ACCESS in 2023, the organization was undergoing significant restructuring. "I inherited a newly developed operations department," Sean recalls. One of the first major initiatives was migrating to SharePoint, a decision made before Sean's arrival. ACCESS had grown exponentially, from 40-60 staff members pre-COVID to 160-180 today. This rapid growth brought challenges, particularly with document version control and collaboration. "Operating with native files on everyone's computers was a nightmare," Sean admits.

Kelley Create stepped in to address these challenges, identifying the need for a cloud-based solution. The transition to SharePoint was not without its bumps. "It was a bumpy road," Sean says with a chuckle. "Both parties had a learning curve. There were faults on both sides, but we learned valuable lessons." Despite the initial hurdles, the partnership between ACCESS and Kelley Create grew. "Scott Anderson and Megan Swann were wonderful partners. They listened and were always willing to make things right," Sean notes.

The implementation of SharePoint brought significant improvements. "The workflow efficiency is probably the number one benefit. Instead of scanning and emailing PDFs, we now have one document that everyone can work on collectively," Sean explains. However, there were challenges. "Change is difficult, and there was a learning curve," Sean acknowledges. "But I'm optimistic about where we can go with it. It's better than it was, and it'll get even better"

The impact of Kelley Create's IT solutions on ACCESS has been significant. "I outsource all of our IT through Kelley Create. From computers to monitors to switches, they handle it all," Sean says. The relationship has been instrumental in helping ACCESS focus on its mission – and not on the technology.

The partnership between ACCESS and Kelley Create continues to evolve. "We're now looking at integrating AI to remove redundant data entry tasks, allowing case workers to spend more time focusing on the people they serve," Sean shares. This forward-thinking approach ensures that ACCESS can continue to provide critical services to the community efficiently.

The journey of ACCESS and Kelley Create is a testament to the power of collaboration and the importance of adaptable IT solutions. As Sean Preston puts it, "I'm grateful for what we have and optimistic about where we can go. The relationship with Kelley Create has been invaluable."

*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.*

