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## Macon Housing Authority

**The Client:** The Macon Housing Authority (MHA) is a public housing authority that provides public housing services in the city of Macon and Bibb County. With a budget in excess of \$42.3 million, the Authority is governmental in nature but is not a part of the general city or county government. Deriving the majority of its revenue from rents and federal subsidies, responsible expenditures and budget management are critical to the agency's success. The organization has 150 full time employees in ten locations throughout Macon. Learn more at [www.maconhousing.com](http://www.maconhousing.com).

**The Challenge:** MHA had an existing internal IT resource that wasn't working out, lacking the skills for the job and unable to manage the workload. Hardware upgrades of antiquated equipment were long overdue, licensing was a mess, there were bottlenecks in data, users were frustrated, network outages lasted for weeks, and most deadlines were missed.

**The Solution:** One of six providers to provide proposals, UTG was chosen based on a response that included a clear set of priorities and budgets. First, all machines were updated and installed with Office 2010 and Windows 7. The 25+ year old network equipment was updated to maximize stability, and a Microsoft Exchange Server upgrade was implemented. Web filtering was installed to increase productivity throughout the organization.

**The Result:** UTG delivered our initial IT solutions on schedule and under budget. We've provided faster service than the previous internal resource, even without being onsite. Due to agreed upon Service Level Agreements, we are held accountable and deliver accordingly. Our forward looking solutions address all their existing issues but will also allow for future growth. Spending less for IT maintenance of a new and highly functional system, MHA is able to use these savings for wise capital investments that are the building blocks of the future for the organization and local families.

*"UTG has done an exceptional job consolidating and streamlining MHA's IT services. We love the collaboration, dialogue, remote access and ticketing system."*

*- Mike Austin, Macon Housing Authority*