

Toronto Search and Rescue

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Patrick S. Curtis, Chairman, Toronto Search and Rescue

Business Challenges

No central repository of files resulting in file anarchy and risk of data loss

Distributed, part-time group of volunteers and temporary interns that need limited

Non-profit budget, limiting any sort of major IT expenditure

Results

Synced folders for individuals and teams, helping employees, volunteers, and interns stay organized

Administrative controls and visibility, ensuring proper user management and file access

Low-cost cloud file sync solution, allowing employees to be productive from any device

Recognized by the Canadian government as a charity, Toronto Search and Rescue (T-SAR) is a non-profit organization dedicated to improving safety in Toronto's waters. Today, eFolder Anchor helps T-SAR maintain costs, stay organized, and keep focused on their mission.

On a day-to-day basis, T-SAR boats, operated by an all-volunteer marine search and rescue unit, set out to save lives.



Patrick S. Curtis, Chairman,
Toronto Search and Rescue

"That's the best part: seeing those boats on the water," says Patrick S. Curtis, Chairman of Toronto Search and Rescue. "But I'll be the first to tell you that improving water safety is much more than incident response."

T-SAR started in 2012 as a non-profit organization. To achieve their mission, the team has setup an internship program, education and outreach programs, and worked with local and national organizations.

2014 was a big year for the non-profit. The team had grown to twelve people and the organization had acquired two rescue boats to support the Toronto Marine Police Unit and the Canadian Coast Guard. It was also the first that T-SAR would have an office of their own.

"While things were moving quickly and we were doing our best to stay organized, it became obvious that our files were scattered," says Curtis.

T-SAR realized that there was no central repository for important documents. Curtis's personal computer had the most files, but even then, a bulk of documents were missing. The file anarchy problem was exacerbated by temporary interns that had stored files on their own computers and on USB drives.

Things came to a head when Curtis's computer hard drive failed, putting at risk thousands of files. The organization had to spend \$2,000 to recover the files from the failed hard drive.

"We had reached a point where having files on my computer or spread around on other devices was not only risky, but costly" says Curtis.

T-SAR needed a file sync service that would give employees and interns centralized and shared access to files. Administrative controls were necessary to ensure that data and user access were properly managed. However, as a non-profit organization, T-SAR also had to be conscious of costs; it could not afford a major technology upgrade.

Omega Network Solutions, a Toronto-based MSP, providing IT services and technology support for the Greater Toronto Area, worked with T-SAR to address their needs. Omega Network Solutions helped T-SAR deploy eFolder Anchor, a business-grade file sync service.

Through Anchor, each T-SAR user has a synced folder on their computer where they can access, edit, and save files and folders. Each folder is synced to the cloud, so that files can be accessed from desktops, laptops, the web, or mobile devices. Anchor allows users to create Team Shares, where multiple employees can upload and collaborate on files. T-SAR stores all of its critical documents in Anchor.

T-SAR management can control users and files, with a host of administrative features. T-SAR management can see additions, deletions, and modifications to files, set access to certain folders, exclude certain file types, and perform remote wipes on temporary employees, such as summer interns. These features have significantly minimized data sprawl.

Anchor has given T-SAR employees secure, anytime, anywhere access to all of their work files and has become critical to the organization's success. T-SAR has more than twenty users on Anchor.

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Toronto Search and Rescue works with the local authorities to ensure water safety



Corporate Headquarters

2340 Perimeter Park Drive, Suite 100, Atlanta, GA 30341 ■ 800-352-0248 ■ 678-888-0700
www.efolder.net ■ info@efolder.net