

► **Huntington Theatre Company** **Boston, Massachusetts**

In 1999, EMF was elevated from an IT support vendor to become the IT department for the Huntington Theatre Company. Ever-changing technology, recruiting and employee cost, IT staff turnover and the need for reliable, available IT skill sets, brought the CFO - Mary Kiely - to the conclusion that comprehensive IT outsourcing made economic and operational sense. Since that beginning of a wonderful partnership, we have, as they say on stage, "come a long way, baby".

Under talented operational and artistic management, and with generous gifts from The Huntington's patrons, Huntington Theatre has evolved into a multi-venue performance center that now includes the recently established Calderwood Pavilion Theatre in South Boston.

In parallel to this significant operational expansion, the Theatre's IT infrastructure has grown. Originally a single Local Area Network server is now a processing center of 12 servers supporting 120 professionals over a dual T1 Wide Area Network in three locations. In 2003-2004, the Theatre migrated from two disparate software applications in Development and Ticketing to an integrated enterprise application system called *Tessitura*. And, of course, intertwined with such infrastructure growth, upgrades are ongoing in a variety of other applications, from workgroup to virus/spam protection.

EMF enjoys the honor of managing and implementing these technological changes, while supporting users and maintaining systems for productive use throughout the enterprise.

Huntington Theatre's IT Department, represented by 6 technical and 2 administrative EMF employees, provides IT management, help desk, hardware repair, network engineering, 24X7 network monitoring, strategic consulting, planning, budgeting, purchasing, integration, project management and administrative support services. Working closely with the CFO and departmental managers, EMF coordinates work to meet strategic and tactical business needs, applying whatever combination of services are required for optimum results.

One key to the success of IT performance is the remote management infrastructure installed, and, in large part funded, by

EMF to allow for cost-effective management of all components of the network without costly on-site visits. Switches, UPSs, Servers and WAN connectivity are monitored constantly and can be accessed remotely for software upgrades, rebooting, trouble-shooting and remote

control. In addition, all users' desktops are accessible remotely for trouble-shooting and user support. EMF utilizes its own work order management system to keep projects, tasks and open support requests on track.

There are always new challenges and requirements in a robust, time-sensitive work environment that relies on Information Technology to get the job done. The support given by Boston's theater-going community to Huntington Theatre is testimony to a quality performing arts business. EMF is proud to manage Information Technology for the Huntington Theatre.

Problem

Huntington Theatre's challenge: how can management stay focused on the mission while doubling the budget, expanding to three sites, creating a web presence, increasing reliance on IT ten-fold, and staying on budget.

Solution

Working closely with The Huntington Theatre's CFO and department managers, EMF became The Huntington's IT department, providing 24X7 network management, help desk support, network engineering, project management, strategic consulting and myriad other functions normally performed by an IT department.

"EMF understands the technology, but they also understand our business needs."

- Mary Kiely, Huntington Theatre

EMF Inc.

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