



NJ 2-1-1 Partnership

FOR IMMEDIATE RELEASE:
July 13, 2015

CONTACT: Tom Cosentino, MWW
609-396-0067

IBM Supports Work of NJ 2-1-1 Partnership with Donations of Key Technical Resources to Improve Lives of New Jersey Residents

East Hanover, NJ – NJ 2-1-1 Partnership has received a grant of new DF15 H03 servers from the IBM Corporation that will allow it to consolidate applications from old servers onto virtual servers and help NJ 2-1-1 continue to provide valuable services for people in search of health and human service needs in New Jersey. This is the fourth major grant by IBM to NJ 2-1-1 Partnership since 2009. The servers will be deployed over the summer months.

IBM Corporation has been a long-standing partner of NJ 2-1-1 Partnership. Throughout the years, IBM has donated technical equipment such as servers and software in order to upgrade and enhance the NJ 2-1-1 operational systems. They have also provided NJ 2-1-1 with advanced technical training on the software and the collection and reporting of data. Thanks to their technical support, NJ 2-1-1 recently received AIRS (Alliance of Information and Referral Systems) Accreditation. AIRS Accreditation involves a thorough review of an organization's resource database to ensure the information provided is accurate and current.

"The IBM Corporation has been a key behind-the-scenes partner supporting NJ 2-1-1 operations," said Joseph Geleta, Executive Director of NJ 2-1-1 Partnership. "Through their valuable support and generous donation of technical equipment, we have been able to provide the professional services we do."

"IBM is proud to support programs that help citizens of New Jersey such as NJ 2-1-1. Our goal is bring the best of IBM through our grant programs, whether it's the power of our software, such as our SPSS Predictive Analytics software, the expertise of our people, who provide training, and the power of the equipment we donate such as our servers that keep NJ 2-1-1 running; growing and improving the delivery of services to citizens of New Jersey who depend on it," said Martin J. Laird, Senior Program Manager, IBM Corporate Citizenship & Corporate Affairs.

Through IBM's generous donations and support, NJ 2-1-1 has been able to provide the most professional and technologically advanced service to those that call 2-1-1 or visit the website www.nj211.org in need of assistance.

Timeline of the contributions by IBM:

- In Fall 2009, NJ 2-1-1 Partnership receives its first grant from IBM for a server. This System x3400 7976L2U was the first server that allowed NJ 2-1-1 to replace its domain server and consolidate other file servers onto this server.
- In Spring 2013, NJ 2-1-1 Partnership receives a second grant for an IBM Server. This DF13H03 server allowed NJ 2-1-1 to retire two older servers and expand the capacity of applications onto this new server.
- In Fall 2013, NJ2-1-1 Partnership received a grant from IBM to receive SPSS software and training. The training included onsite IBM sponsored training by SPSS specialists. This software allowed NJ 2-1-1 to compare data collection in various other ways and review its data collection processes.
- Now, in spring/summer 2015, NJ2-1-1 Partnership receives a fourth grant for a pair of DF15H03 servers that will allow NJ 2-1-1 to consolidate applications from old servers onto virtual servers.

In addition to installing the new servers, NJ 2-1-1 Partnership is also working with the IBM Corporation on potentially incorporating their Watson Analytics Tool into its operations. Watson Analytics offers cognitive, predictive, & visual analytics in an easy-to-use service in order to review collected data. There are many different features to this new tool that IBM is offering that would benefit NJ 2-1-1 Partnership's data reporting capabilities.

"We are grateful for all of the support the IBM Corporation has given the NJ 2-1-1 Partnership and we look forward to continuing our partnership for years to come," said Geleta.

2-1-1 is the free, user-friendly phone number that serves 90% of America's population, and connects some 16 million people a year to critical resources, information and services. In New Jersey, more than 230,000 people turned to NJ 2-1-1 for help last year.

The NJ 2-1-1 website www.nj211.org provides visitors with full access to the 2-1-1 resource database of over 14,000 programs and services and is organized to allow users to 'self-serve' by providing comprehensive information like application links, application agency locations, eligibility guidelines and critical dates, among others. Special sections of the site are devoted to such topics as Emergency Preparedness, Family Services, Home Energy Assistance, Utility Assistance, and Resources for the Unemployed among others. You can also follow NJ 2-1-1 on Facebook and on Twitter @nj211

###

For additional reports about calls handled by 2-1-1 contact Joe Geleta at 973-929-3704 or visit www.nj211.org.