



INCREASED SUPPORT AND REDUCED COST: Resolving the Technology Needs of a Non-Profit Organization

SITUATION

A non-profit organization was faced with high IT staff turnover as well as salary restrictions that prohibited them from hiring someone at a CIO level. The technology needs of this organization were very diverse and several issues existed with the computer systems that were in place, from unreliable backups to unpredictable loss of network connectivity. They had a staff of over 150 people, ranging from first-time computer users to those experienced with technology. However, there was no helpdesk support. No mechanism was available for tracking and managing computer issues within the organization. The staff was becoming increasingly frustrated because their technology needs were not being addressed or met in a timely manner.

SOLUTION

SSD proposed a comprehensive SSD Advantage™ solution, where we would take full responsibility for their technology needs and helpdesk support. We setup a phone number and an Internet work order system for the staff to report computer-related questions and issues. SSD conducted interviews with all of the key staff members and created an action plan to resolve all known issues. We continue an ongoing process where an SSD representative conducts a monthly technology meeting and makes recommendations as to how they might better use technology to improve efficiency and productivity throughout the organization.

RESULTS

The network for this organization is now stable, reducing concern about the reliability of their backups and the loss of connectivity within their network. Their staff is no longer frustrated with technology dilemmas that may occur as they now have a structured means of contacting IT support. Also, a main highlight of this problem resolution is that this organization is now spending less money for their technology services and IT support than they did when they had IT personnel hired within their own organization.