

Strategic Support of the IT Environment

It can be difficult for nonprofit institutions to invest in the IT resources and technology they need, because of the lean budgets under which they tend to operate. Nonprofits need to take advantage of the latest technology and services, in order to provide the best possible services to its members, but their tight budgets provide little opportunity to hire full time IT resources and personnel. The firm is an 80 year old federation of nonprofit societies which needed to ensure that its IT infrastructure was up, running and available to serve the needs of its members. When they were looking for services to support their IT infrastructure, they turned to Vicom and its Support and Residency offerings.

Challenge

The firm is very progressive in its use of technology, and outsources its IT infrastructure to a Cloud provider for Infrastructure as a Services (IaaS). As a consequence of its minimal budget, the firm has a very small IT staff to support all of its internal operations. This means that the firm's resources are generally focused upon reactive support of the environment and not proactive support focused upon improvements or optimizations.

Implications

The challenges made it difficult for the IT team to proactively focus on strategic initiatives to improve IT services for the organization as whole and its members. The firm was very much aware of the projects and enhancements that needed to be addressed to improve the environment, but found it difficult to devote time to those projects while keeping their IT operations up and running.

Solution

Vicom recommended a multi-faceted approach that provided the resources and skills needed to help provide the day to day administrative support for the desktop and server environment. This included a Linux resource 1 day a week, a Windows resource 1 day per week, a desktop resource fulltime and a Block of Hours to be used for services beyond the skills and scope of the above mentioned staff. This provided the firm with a base of resources for maintenance and continuing operations, while also providing the flexibility to tackle enhancements to services and optimization of their environment.

Benefits

The resources, services, and support provided by Vicom gives the firm the operational and administrative IT support needed to ensure that it continues to provide the same high level of IT services that their members are accustomed to. Most importantly, the flexibility and comprehensiveness of Vicom's services allows the firm's IT staff to focus upon the strategic items required to continually improve upon the service experience of its members.



About

- A New York based, 80 year old, nonprofit institution that is a federation of various societies
- Progressive adopter and user of technology to serve the needs of its members
- Outsources its IT environment to a Cloud provider
- Has a need to improve efficiency of delivery of the IT services it provides

Solution Highlights

- Vicom comprehensive offering to support the server, desktop and general IT environments
- **Includes:**
 - Vicom Linux engineer 1 day per week
 - Vicom Windows engineer 1 day per week
 - Vicom Desktop engineer full time
 - Vicom Block of Hours for additional support when needed