VISUAL EDGE IT

CASE STUDY | SOCIAL SERVICES ORGANIZATION

VERTICAL

Non-Profit

SOLUTION

Managed IT Services

THE CUSTOMER

The customer is a social services organization for the Jewish community with seven full-time employees and multiple volunteers.

THE SITUATION

The customer needs a single new PC quoted.

The customer also has no IT support.

They require Zoom to provide remote religious services for their members.

They need a solution for sharing documents without all of their users being in the cloud.

And the customer knows they are vulnerable to cyber attack but are unsure what to do to prevent that.

THE COLLABORATION

The imaging rep was asked to quote the PC and an appointment was set with the customer. Our team conducted a discovery session. We listened to the customer and dug into their issues. And, most importantly, we helped the customer understand those things they didn't know, and we identified the pain points that created the opportunity to improve their IT.

The security director determined that we had the experience and in-depth understanding of cybersecurity to do the job. We were chosen from 3 bids even though we were not the least expensive bidding company.

To address the customers needs, we provided Network Attached Storage (NAS) device to aid in sharing documents across users more quickly and easily. We installed a firewall for added security. The customer had two PCs running business critical software, so an image based backup was added to protect their data.

Providing Microsoft 365 Business Premium gave them access to Teams for virtual services and outreach. And four new PCs installed and under Managed IT Service for proactive monitoring, end user support and service desk.

THE OUTCOME

The customer is extremely happy with the services and solutions we've provided.

IMPROVING THE IT SETUP REDUCED ADMIN TIME & SECURED THE DATA!

→ **RELATED CONSIDERATIONS**

83%

OUTDATED.

83% of office workers indicate that their technology resources, specifically computers, are outdated and/or inadequate.

2X

THE COST.

IT costs nearly double to fix a system that is older than four years. If it's even fixable. The average annual cost of repairing devices 4-years old or older is $521 USD per device.

43%

TARGETED.

43% of cyber attacks target small-to medium-sized businesses and only 14% are prepared to defend themselves.