



Empowering Advocacy: How TruAdvantage Helped CAIR Focus on Their Mission

This document outlines how TruAdvantage, a managed IT service provider, empowered the Council on American-Islamic Relations (CAIR) to overcome IT challenges and focus on their mission of advocating for civil rights, promoting justice, and empowering American Muslims. Through tailored solutions and strategic partnerships, TruAdvantage helped CAIR enhance security, improve efficiency, and achieve significant cost savings.

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Client Overview

Organization

Council on American-Islamic Relations
(CAIR)

Mission

- Advocate for civil rights
- Promote justice
- Empower American Muslims

Goals

- Provide a voice for the American Muslim community
- Advocate for justice and mutual understanding
- Promote civil liberties

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Challenges

CAIR faced several IT and security challenges, including:

- Outdated infrastructure and servers needing migration
- Inefficient onboarding and offboarding processes for volunteers and temporary staff
- Increasing security threats and a need for a robust detection and response system
- Requirement for a cost-effective, security-focused IT partner with nonprofit sector expertise
- Necessity for multi-layered email security to protect sensitive communications
- Managing donor software and ensuring secure access for remote staff

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In Search of the Right Partner

1

Cost-Effective Solutions

In their search for a managed IT partner, CAIR was looking for a cost-effective provider who could offer comprehensive IT solutions while being mindful of budget constraints.

2

Security-Focused Approach

CAIR needed a partner who prioritized security and could address the increasing threats faced by nonprofit organizations.

3

Nonprofit Sector Expertise

They sought a provider who understood the unique needs and challenges of nonprofit organizations, ensuring tailored solutions for their operational requirements.

Solutions Implemented by TruAdvantage

1

24/7 Helpdesk and Security Operations Center (SOC)

Implemented a 24/7 helpdesk for continuous support and quick resolution of IT issues. Established a 24/7 SOC for real-time monitoring and threat detection, ensuring proactive defense against cyber threats.

2

Managed Detection and Response (MDR) and Multi-layered Email Security

Deployed MDR services for advanced threat detection, rapid incident response, and continuous monitoring. Implemented advanced email security solutions to protect against phishing, malware, and spam, ensuring secure communication channels.

3

Azure Cloud Migration and Infrastructure Optimization

Migrated all servers to Azure Cloud, decommissioning old infrastructure to enhance scalability, reliability, and cost-efficiency. Automated and optimized onboarding and offboarding processes for volunteers and temporary staff, ensuring security and efficiency.

4

Strategic and Budget Planning

Provided strategic IT planning and budget management to align IT investments with CAIR's goals and financial constraints.

5

Security Awareness Training and Donor Software Management

Conducted security awareness training for all staff to foster a security-conscious culture and minimize human error risks. Managed donor software to ensure secure and efficient handling of donor information, supporting CAIR's fundraising efforts.

6

Work from Home Security and Policies

Developed and implemented security policies for remote work, ensuring secure access and data protection for staff working from home.

Outcomes



Enhanced Security

With 24/7 SOC, MDR, and multi-layered email security, CAIR significantly improved its security posture.



Improved Efficiency

The 24/7 helpdesk and automated onboarding/offboarding processes streamlined operations, reducing IT issue resolution times by 60% and onboarding time by 50%.



Cost Savings

Migration to Azure Cloud and strategic budget planning reduced IT costs by 25%, enabling CAIR to allocate resources more effectively.



Compliance and Peace of Mind

Security awareness training and robust security measures ensured compliance with regulations, providing peace of mind to stakeholders.



The Impact

"TruAdvantage truly understands the unique challenges faced by nonprofit organizations like ours. Their expertise in managed IT and security has transformed our operations, providing us with the efficiency, security, and peace of mind we need to focus on our mission. The transition to Azure Cloud and the implementation of advanced security measures have been game-changers for CAIR. We are grateful for their partnership and dedication."

- Leadership Team, CAIR

Conclusion

Empowerment through IT

TruAdvantage's tailored IT solutions and security services have empowered CAIR to overcome its IT challenges.

Secure and Efficient Environment

Ensuring a secure, efficient, and cost-effective IT environment.

Focus on Mission

This transformation allows CAIR to continue its vital work of advocating for civil rights and promoting justice with enhanced confidence and operational capability.

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About TruAdvantage: Helping Nonprofits to Advance Their Mission through Technology

Passionate About Nonprofits

Our staff are passionate about nonprofits, their cause and their impact locally and globally. Working with nonprofits puts purpose and meaning behind our work.

Community Engagement

"Giving Back" is our own quarterly initiative to give back to nonprofits.

Understanding Nonprofit Challenges

24 plus years of working with nonprofits. Full understanding of Nonprofits' ecosystem, decision making process and IT challenges. Case studies, success stories, webinars and white papers on nonprofit challenges and best practices.

Benefits for Nonprofits

Discounted Services

Discounted service rates for Nonprofits since 2013 to give back to community including Donated and In-kind services.

Complimentary Onboarding

We streamline your transition with complimentary onboarding and help safeguard your organization with free security assessments or configurations.

Savings & Grants

Partnerships with TechSoup, Google, Microsoft & other nonprofit-focused vendors for cost savings & discounts.

Education & Training

Education & Training for nonprofit staff and volunteers.

Flexible and Tailored Solutions for Nonprofits

Flexible Contracts: Try us before you commit for nonprofits

1

2

True fixed cost Managed IT. No nickel & diming

Experience with nonprofit software: fundraising, donor management & CRM

3

4

Work From Home (WFH) best practices for nonprofits

Google, Microsoft, and Mac savvy with nonprofit programs & collaboration tools

5

6

Seamless volunteers & remote staff integration, onboarding & offboarding with virtual & cloud-based desktops

Compliance expertise for nonprofits: data security & donor data protection

7