



How A Nonprofit Religious Organization Lowered IT cost by 20% and Achieved Zero Security Breaches with TruAdvantage's Managed IT Solutions

Client: Religious Organization

Established: 1956

Industry: Nonprofit, Religious Organization

Services Provided: Managed IT and Security, Work-from-Home Policies, Acceptable Use Policies, Security Operations Center (SOC), Managed Detection and Response (MDR), 24/7 Monitoring, Live Helpdesk



Background

A large religious organization with a congregation of over 1,000 members faced significant challenges in managing their IT infrastructure. The organization's operations relied heavily on outdated systems, and they lacked robust security measures, which put sensitive information at risk. Additionally, the onset of the COVID-19 pandemic necessitated a shift to remote work, highlighting the need for effective work-from-home policies. To address these challenges, and not having full confidence in their IT team, the religious organization partnered with TruAdvantage, the leading Managed IT service provider for nonprofits.

"TruAdvantage truly understands the unique challenges faced by nonprofits like ours. They addressed our specific needs with tailored solutions that have significantly improved our IT infrastructure and security. Their commitment to our mission has been evident in every interaction."

- Religious Organization Leadership

Challenges

- ❑ **Outdated IT Infrastructure:** The organization's aging IT systems were prone to failures, causing disruptions in day-to-day operations and hindering productivity.
- ❑ **Security Risks:** Lack of proper security protocols left the organization vulnerable to cyber threats, potentially compromising sensitive member and financial information.
- ❑ **Remote Work Transition:** The sudden shift to remote work required the development and implementation of comprehensive work-from-home policies.
- ❑ **Policy Development:** The organization needed clear acceptable use policies to ensure that staff and volunteers used technology responsibly and securely.
- ❑ **Unresponsive IT Support:** Previous IT team was slow and unresponsive, with an average response time of 48 hours.

Challenges: Impact on Organization By Numbers

- ❑ **Outdated IT Infrastructure:** Frequent failures disrupted daily operations, causing up to 5 hours of downtime per month.
- ❑ **Security Risks:** Lack of security protocols endangered sensitive information, with 3 attempted data breaches in the past year.
- ❑ **Remote Work Transition:** Needed effective work-from-home policies to accommodate over 50% of staff.
- ❑ **Policy Development:** Required clear acceptable use guidelines for 100+ staff and volunteers.
- ❑ **Unresponsive IT Support:** Previous IT team was slow and unresponsive, with an average response time of 24 hours.

"Our previous IT team was slow and unresponsive, which often left us dealing with prolonged downtimes and significant frustration. TruAdvantage came in, conducted a thorough assessment, and implemented a robust 24/7 monitoring system. Their quick response times and continuous support have transformed our operations, providing us with peace of mind and allowing us to focus on our mission." - Religious Organization Leadership

Solutions Provided by TruAdvantage

IT Infrastructure Upgrade

Assessment of existing IT systems and identification of areas for improvement. Implementation of state-of-the-art hardware and software solutions. Regular maintenance and updates to ensure optimal performance and reliability.

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Enhanced Security Measures

Deployment of advanced cybersecurity solutions, including firewalls, antivirus software, and intrusion detection systems. Establishment of a Security Operations Center (SOC) for centralized security management and monitoring. Implementation of Managed Detection and Response (MDR) services to identify and respond to threats in real-time. 24/7 monitoring to ensure continuous protection against cyber threats. Regular security audits and vulnerability assessments to identify and mitigate potential threats. Employee training on cybersecurity best practices to foster a security-conscious culture.

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Work-from-Home Policies

Development of comprehensive remote work guidelines tailored to the organization's needs. Implementation of secure remote access solutions to enable staff and volunteers to work from home safely and efficiently. Regular training sessions to ensure all team members understood and adhered to the new policies.

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Acceptable Use Policies

Creation of clear, concise acceptable use policies to govern the use of organizational technology resources. Regular reviews and updates to the policies to address emerging challenges and technological advancements. Distribution and training to ensure compliance among staff and volunteers.

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Live Helpdesk

Establishment of a live helpdesk to provide immediate technical support to staff and volunteers. Availability of helpdesk services during all operational hours to address IT issues promptly. Continuous support and troubleshooting to minimize disruptions and enhance productivity.

Outcomes

Increased Efficiency

The upgraded IT infrastructure resulted in fewer system failures and downtime, allowing the organization to operate smoothly and focus on its mission. Enhanced collaboration and communication among staff, both onsite and remote, due to improved technology and connectivity.

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Improved Security and Compliance

The SOC and MDR services, along with 24/7 monitoring, provided robust cybersecurity measures that significantly reduced the risk of data breaches and cyber-attacks, protecting sensitive member information. Compliance with industry standards and regulations, ensuring the organization's operations were secure and legally sound.

Peace of Mind

Leadership and staff gained confidence in their IT systems and security protocols, allowing them to concentrate on their core activities without worrying about technical issues. The congregation felt reassured knowing their personal information was safeguarded.

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Successful Remote Work Implementation

The work-from-home policies facilitated a seamless transition to remote work during the pandemic, ensuring continuity of services and support for the congregation. Ongoing flexibility for remote work options, enhancing work-life balance for staff and volunteers.

Clear Technology Usage Guidelines

The acceptable use policies provided a framework for responsible and secure use of technology, minimizing the risk of misuse and enhancing overall security. Regular training and updates kept everyone informed and compliant with the latest policies and best practices.

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Immediate IT Support

The live helpdesk ensured that technical issues were addressed promptly, reducing downtime and maintaining productivity. Staff and volunteers had reliable support, enabling them to focus on their roles without IT-related disruptions.

A vertical image on the left side of the slide showing a field of sunflowers in the foreground, slightly out of focus, with a clear blue sky in the background.

Outcomes By Numbers & Impact

- **Increased Efficiency:**
 - System downtime reduced from 5 hours to under 1 hour per month.
 - Reduced cost by 20% (average 2 years)
- **Improved Security and Compliance:**
 - Zero data breaches since implementation.
 - Full compliance with industry standards.
- **Peace of Mind:**
 - Confidence in IT systems and security protocols.
 - Reassurance for 1,000+ congregation members regarding data safety.
- **Successful Remote Work Implementation:**
 - Seamless transition to remote work for 100% of staff.
 - Enhanced work-life balance and productivity.
- **Clear Technology Usage Guidelines:**
 - Minimized misuse risks with clear policies.
 - Regular training for 100+ staff and volunteers.
- **Immediate IT Support:**
 - Prompt issue resolution with live helpdesk.
 - Maintained productivity with reliable support.
- **24/7 Monitoring Effectiveness:**
 - Continuous protection and quick threat response.
 - Average threat response time under 5 minutes.

Conclusion

By partnering with TruAdvantage, the religious organization successfully transformed its operations through a comprehensive Managed IT and security solution. The organization experienced increased efficiency, enhanced security, and peace of mind, while also navigating the challenges of remote work and responsible technology use.

TruAdvantage's expertise and dedication, including the establishment of a SOC, MDR services, 24/7 monitoring, and a live helpdesk, ensured that the religious organization could focus on its mission with the support of a reliable and secure IT infrastructure.

"The outcomes of our partnership with TruAdvantage have been remarkable. We now have a reliable and secure IT infrastructure, seamless remote work capabilities, and clear policies that guide our technology use. The peace of mind we've gained allows us to focus entirely on serving our congregation and fulfilling our mission."

- Religious Organization Leadership



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

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True fixed cost Managed IT. No nickel & diming

Experience with nonprofit software: fundraising, donor management & CRM

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Work From Home (WFH) best practices for nonprofits

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

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

Compliance expertise for nonprofits: data security & donor data protection

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