

WCI (Work, Community, Independence)

Essential Support for a More Inclusive Future

INDUSTRY	Nonprofit · Disability Services
MISSION	Supporting individuals with developmental disabilities to live, work, and thrive in their communities
ENGAGEMENT	Fully Managed IT · Microsoft 365 Nonprofit · Security · Multi-Site Networking
STACK	Microsoft 365 · Entra ID · Intune · Managed Firewalls · 24x7 Monitoring · Help Desk

Multi-site supported across MA	100% MFA & endpoint coverage	24x7 monitoring & help desk	Nonprofit M365 grant optimized
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The Challenge

WCI’s mission depends on staff being able to focus on the people they support — not on broken laptops, dropped Wi-Fi, or compliance paperwork. With program sites spread across the region and a lean operations team, the organization needed an IT partner who could deliver enterprise-grade reliability and security on a nonprofit budget, while respecting the sensitivity of the populations they serve.

Our Approach

- Migrated and optimized the Microsoft 365 Nonprofit tenant to take full advantage of grant licensing — stretching every donor dollar further.
- Standardized endpoints under Intune with conditional access and MFA on every account, protecting client and staff data end-to-end.
- Deployed managed firewalls and consistent network design across program sites for reliable, monitored connectivity.
- Provided a single, friendly help desk number for every staff member — no triage chains, no portals to learn.
- Built an annual technology roadmap aligned to WCI’s strategic priorities and reviewed in plain language with leadership.

Outcomes

- Staff time previously lost to IT issues redirected back to direct service.
- Security posture meaningfully strengthened — MFA, endpoint protection, and patch compliance now consistent across the organization.
- Predictable, transparent IT spend that fits within nonprofit budget cycles.
- Leadership has a real partner at the table for technology decisions, from grant applications to new program launches.

“Boston Managed IT understands what it means to support a mission. They deliver the tools we need without the complexity we don’t.”

— WCI Operations Leadership

Read more: https://bostonmit.com/case_studies/nonprofit/