Net Friends

NONPROFIT GAINS IT ROADMAP IN PURSUIT OF COMPLIANCE

Established in 1992, CAHEC ranks as one of the largest nonprofit equity syndicators in the U.S. Their mission is to create sustainable communities through affordable housing and revitalization.

AT A GLANCE

CHALLENGES

- Needed Reliable IT Partner
- Delayed Resolutions for Routine Issues
- Multiple IT Projects On Hold
- Required Guidance to Achieve Technology Goals & IT Strategy

BENEFITS

- Expert Assistance on IT Strategy
- IT Security Policies Enhanced
- Industry Compliance Optimized
- Critical IT Projects Resumed
- Enhanced Network Infrastructure
- Reduced Network Maintenance
- Improved Licensing Management

PROBLEM

CAHEC had a clear roadmap and IT strategy for upcoming infrastructure improvements. However, CAHEC's fundamental IT needs were not being consistently met by their IT provider.

Faced with an untenable situation, CAHEC initiated a Request for Proposal (RFP) in 2021 to find a new IT partner who could address 4 core needs:

- **RESPONSIVE IT SUPPORT** – CAHEC needed an IT provider who consistently met service delivery expectations
- **EFFECTIVE RESOLUTIONS** – CAHEC's IT division needed a reliable outsourced IT team with the skillset to complete IT tasks and prioritize follow-ups
- **CRITICAL IT PROJECTS** – With major IT projects in the pipeline, CAHEC needed an IT partner who could manage and successfully execute IT projects with expertise
- **IT ROADMAP** – CAHEC wanted vCIO advice and guidance for their long-term vision to enhance their technology environment and cybersecurity posture

APPROACH

CAHEC was seeking a strategic IT partner for their core IT needs. During their RFP process, CAHEC discovered why Net Friends has a strong reputation as technology experts. CAHEC was attracted to the way Net Friends demonstrated their ability to help businesses adopt and fully utilize modern, cloud-centric solutions.

Net Friends focused on building a strong partnership around visionary-level collaboration and strategic IT guidance with CAHEC's internal IT staff. This approach included assistance and feedback for their short- and long-term goal planning, enhancing IT policies, execution of special IT projects and initiatives, SIEM/SOC support, and managed IT services.

"The NOC and IT Support teams know what they are doing from tier 1 to the higher support specialists. It is a a huge burden off my shoulders knowing that there is very little that the desk can't handle."

GARRETT COBB
Information Systems Specialist

READ FULL CUSTOMER REVIEW

SOLUTION

The primary Net Friends services that CAHEC chose were **NetVisor**, **NetCore**, and **NetVisor Architect** to address their short- & long-term IT concerns.

With NetVisor **Managed IT Services**, CAHEC unlocked:

- **Access to Highly Responsive IT Help Desk** – Net Friends' "World-Class" rated Support Center absorbed day-to-day support needs, so CAHEC's internal IT staff could shift their focus back to operations and strategic planning
- **Noticeable Increase in End User Productivity** – Net Friends' ability to engage in a rapid and timely fashion saves most CAHEC end users at least a few days per support incident

With NetCore **Managed Infrastructure Services**, they accessed:

- **Network Support** – Net Friends lifted the burden of network infrastructure maintenance and monitoring off the shoulders of CAHEC's internal IT team
- **Rock Solid Reliability** – By aligning CAHEC's IT environment with Net Friends' Technology Stack, day-to-day disruptions due to infrastructure issues became a thing of the past

With **NetVisor Architect**, CAHEC gained:
- **vCIO Advice & Guidance for IT Projects** – Net Friends helped implement a strategic plan for long-term infrastructure change by demonstrating the ability to both guide and execute on these initiatives