

Multi-Location Non-Profit Organization Uses Managed IT Services to Help Those In Need



The Facts

Industry

- Non-Profit

Challenges

- Costly to maintain internal IT
- Internal team was struggling to handle the demands of a multi-location organization
- Technology was not being used to fullest extent to help further the organization's mission

Solution

- NetGain's Technology OneSource™ Managed IT Services

Benefits

- Fast, reliable, 24x7x365 end-user support
- Access to a deep bench of IT engineering experts
- Highly effective technology, inclusive of remote locations
- Proactive technology management allows for digitalization, increased efficiency, and quick adaptation to changes like remote work due to COVID-19 pandemic

The Company

Christian Appalachian Project (CAP) is a human services organization that has been serving the states of Appalachia since 1964.

The organization began when Reverend Ralph W. Beiting, a Catholic priest from northern Kentucky, was assigned to pastor a large portion of east-central Kentucky. He saw a need for assistance due to the high levels of poverty across Appalachia. With the help of friends and family, he gave assistance to those in need. This grew into the CAP that exists today.

Today, their programs include counseling, child development centers, a thrift store, food pantries, housing programs, elderly services, and more. CAP now serves more than one million people per year across the states of Appalachia, including Kentucky, Alabama, Georgia, Maryland, Mississippi, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Virginia, and West Virginia.

The Challenge

Prior to using NetGain's managed services, CAP had an internal IT department. However, it was becoming expensive to maintain internal IT (an important consideration for a non-profit), and as CAP continued to expand and serve multiple locations, their internal IT department could no longer handle their technology requirements.

CAP then considered managed services, and chose NetGain's Technology OneSource managed IT. This decision was influenced by two main factors – NetGain was local, and NetGain offered the services needed at a competitive price.

“CAP chose NetGain because it offered the services needed at a competitive cost, and then followed up what was promised in a way that has met or exceeded expectations,” said Guy Adams, Chief Executive Officer of CAP.

“We needed a consistent source where professionals were always up-to-date on the latest technology and solutions.”

- Guy Adams
Chief Executive Officer

The Solution

Today, CAP uses NetGain's Technology OneSource managed IT services to support the technology needs of the organization and its employees so they can continue focusing on serving those in need in Appalachia.

"Efficiency now is far above what it was prior to our partnership with NetGain," said Barry Powers, Manager of Information Technology for CAP. "From the get-go we've had great people on our account and doing what we do is much easier when you have great people to work with."

Today, NetGain provides fast, reliable, 24x7 IT support to all of CAP. As part of the Technology OneSource service, CAP has a dedicated NetGain Virtual Chief Information Officer (VCIO) to advise on planning and budgeting for improvements and growth, dedicated IT engineers to track tickets, report trends, and support quarterly reviews, and a 24x7x365 end-user help desk to quickly address their employees' technology requests and challenges.

Additionally, NetGain assists CAP with their wireless needs, hardware, networking, and most importantly – cybersecurity strategy.

"NetGain has improved our security posture drastically. Knowing that we are protecting our employees, donors, and participants; gives us peace of mind," said Powers.

Looking Forward

Today, NetGain provides technology services that allows CAP to always be able to service their donors, participants, and employees.

NetGain has helped them become more digital and has moved CAP into cloud services, including collaboration tools and SD-WAN, making it easier to scale up and transition to a more mobile workforce. This includes adapting to the changes brought about by the COVID-19 pandemic.

"When we went remote for the pandemic, we had already launched Microsoft Teams collaboration platform so we were in a better position than most. Because of that prior planning, we did not experience any delays in work from our team which allowed us to adapt to situations such as protecting the elderly from the virus." said Powers. "Our partnership with NetGain allows us to always be able to service our donors, participants, and employees well."

Contact NetGain Technologies Today to Learn How Managed IT Services can Transform Your Business!

"We see NetGain as a valuable, reliable, highly professional partner in our mission of building hope, transforming lives, and sharing Christ's love through service in Appalachia. "

- Guy Adams
Chief Executive Officer

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the Midwestern and Southeastern US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by hundreds of engineers who hold over 350 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.