



MANAGED IT & SECURITY

FOR MULTI-LOCATION NON-PROFIT
ORGANIZATION

**SENIOR
LIVING
COMMUNITY**

**CAMPBELL &
SANTA CLARA
CALIFORNIA**



Managed IT Services for Senior Living Community

PROJECT DETAILS

- A IT Managed Services
- B Jun 2019 - Ongoing

"They're service-oriented and never talk condescendingly to me."

PROJECT SUMMARY

TruAdvantage serves as the managed IT services partner to an independent senior living community. They operate mostly remotely, maintaining the client's IT infrastructure and VoIP system.

PROJECT FEEDBACK

Despite the client not being particularly tech-savvy, TruAdvantage has earned their trust through their professionalism and courtesy. They do a great job of troubleshooting issues and laid the framework for an easy-to-manage project from early on in the engagement. Their team is responsive.



The Client

Introduce your business and what you do there.

I'm the executive director of an independent senior living community.

E Jamie Windgassen
Executive Director, Corinthian House Residence Inc

G Nonprofit

F Campbell, California

The Challenge

What challenge were you trying to address with TruAdvantage?

They're our managed IT services partner.

CLIENT RATING

4.5
Overall Score

Quality: 4.0

Schedule: 3.0

Cost: 4.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

When we started working together they did a lot of in-person work, but now the bulk of their work is done remotely. We had an existing IT system built previously that they've been able to take over and manage. They also service our VoIP system.

What is the team composition?

I've worked with Iman (Director of Operations), Kayvan (Co-Founder and President), and Felix (IT Consultant & Systems Engineer). Recently, though, I've been working through their help desk and have had a nearly flawless experience.

How did you come to work with TruAdvantage?

When we were looking for an IT partner, I had no idea where to start. I had a colleague recommend TruAdvantage. From our first interaction, they were straightforward about how they could help us.

How much have you invested with them?

We've spent about \$50,000 with them so far.

What is the status of this engagement?

We've worked together since June 2019.



The Outcome

What evidence can you share that demonstrates the impact of the engagement?

They do a great job taking care of our issues. I don't always understand what they're doing, but I have every confidence in their work. They're awesome, service-oriented, and customer-oriented. I have the most confidence in Iman, Kayvan, and Felix but have a lot of confidence in their organization overall

How did TruAdvantage perform from a project management standpoint?

They've done amazing work in managing the project. They laid down the groundwork for a smooth engagement from the beginning of our time working together. Because of this, I don't really see them as actively managing our project. They're very responsive via email but are happy to accommodate my phone calls as well.

What did you find most impressive about them?

They're service-oriented and never talk condescendingly to me. Their professionalism and courtesy make them stand out from their competitors.

Are there any areas they could improve?

I can't think of anything.



Do you have any advice for potential customers?

Initially, you should designate one person to be their main point of contact. Once they grow to understand your needs, though, it doesn't matter who reaches out to them. Our main point of contact with them left the company and we never experienced a drop-off in service. They're there for their clients.

