Making IT worth it: Maximizing the "goodness" of technology with the right IT support

See how Korcomptenz helped a non-profit providing support for the destitute to accelerate their mission outcomes with state of the art infrastructure support

Client Overview

Industry	:	Non-Profit
HQ Location	:	New York, United States
Size of the Company	:	Mid-size
Type of Solution	:	Managed IT Service Provider
Application	:	Microsoft Azure, Microsoft 365, Business Voice, Finance ERP, Database, servers, ETL, IIS/Apache/NGINX/ Kubernetes/Containers, WordPress

Company Overview

Operating more than ten centers in US, our client's focus is to empower families to breakthrough poverty and become self-sufficient. They serve 100,000 families every year, providing them with holistic support and making them financially literate, teaching and training them in skills for jobs, empowering them self-sufficient and financially independent. We have engaged with this customer for **more than a decade**. When the relationship began, the customer was working on older systems and solutions that hampered the smooth operations and the ability to scale. The initial need was to take over all facets of IT support including the help desk, servers, applications, and to provide long-term strategic technology guidance. Now, Korcomptenz has become a true IT Managed partner that helps across almost every need, **ensuring operational excellence**, and **keeping their technology updated**, compliant, on the cutting edge, and future ready.

Key Objectives

The overall objective as an IT Managed Service provider is to offer IT strategy, ongoing management and support, and implementation as needed for desktops and other devices, infrastructure, cloud, application design, and development needs.
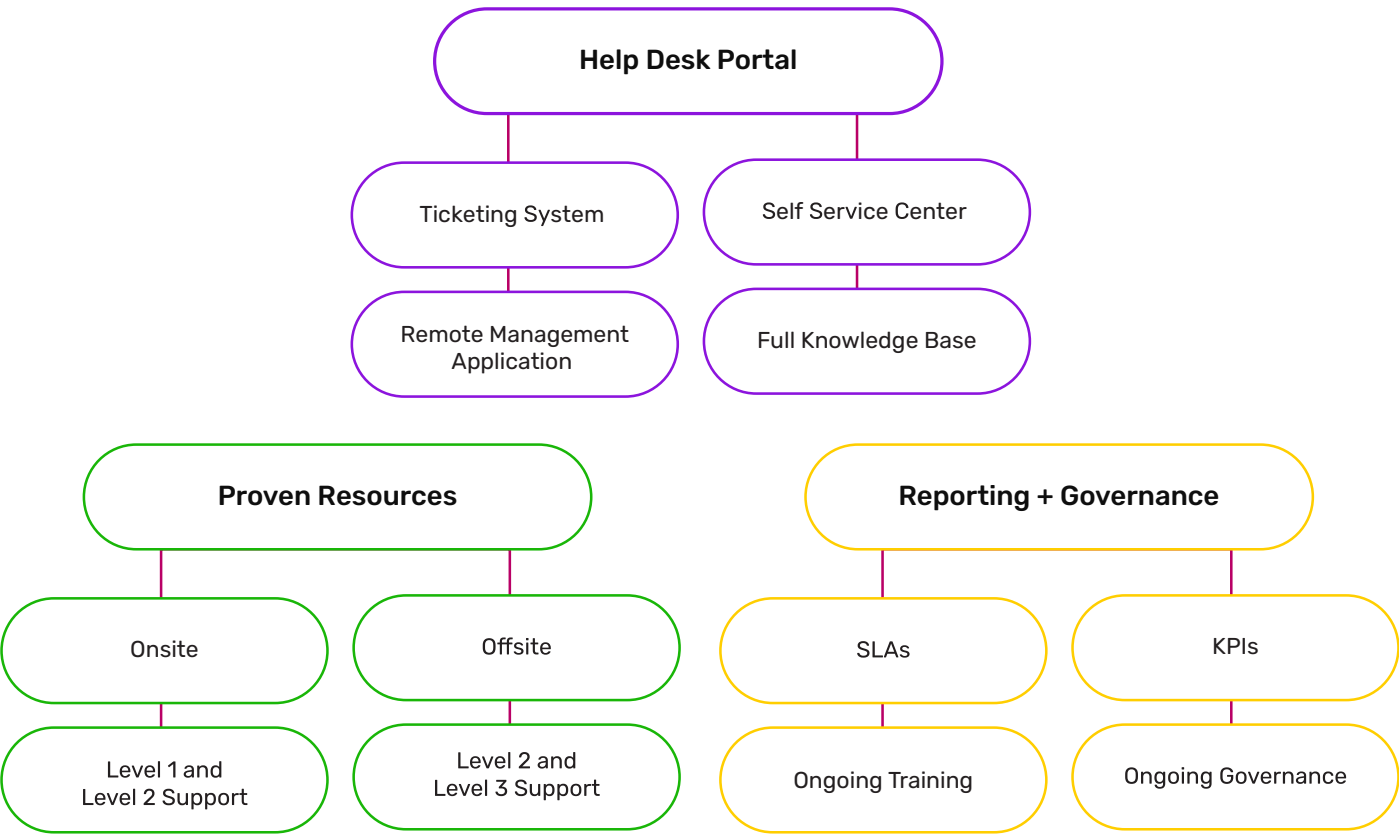
Key Challenges Experienced Before the Engagement

Like most busy non-profit organizations, the customer was focused on their mission and finding time to prioritize technology was difficult.

We identified the following key challenges:

1 Antiquated software and network architecture with minimal availability and no collaborative features.

2 One IT resource responsible for all loctions, no real servers, merely powerful desktops, with poor network bandwidth, old phone systems in place.

3 Older office software and collaborative tools such as IBM Lotus Notes Email, which imposed various limitations and hampered staff cooperation.

4 Insecurity due to a lack of established security, patching, anti-virus, and other critical security measures.

5 No formal auditable history of incidents involving case management for the shelters and inhabitants, leaving them open to possible legal exposure.

6 No ticketing system in place to report concerns, and there was no proactive server and device patching.

7 Infrastructure that was old and nearing the end of its useful life.

Solution

Help Desk Portal

- Ticketing System
  - Remote Management Application
- Self Service Center
  - Full Knowledge Base

Proven Resources

- Onsite
  - Level 1 and Level 2 Support
- Offsite
  - Level 2 and Level 3 Support

Reporting + Governance

- SLAs
  - Ongoing Training
- KPIs
  - Ongoing Governance

PC - Proactive Managed Plan Services	
24/7 Monitoring Services	✅
Asset Lifecycle, Tracking & Management	✅
License compliancy Management	✅
Hardware Component Monitoring	✅
Antivirus Software Management and Updates	✅
Unlimited Phone Support	✅
Unlimited Remote Control Support	✅
Unlimited 24/7 Enterprise Level Service Desk	✅
Unlimited On site Support	✅

Server - Proactive Managed Plan Services	
Microsoft Exchange Maintenance and Administration	✅
Windows Active Directory, Azure Sync and File Sharing Permissions Administration	✅
Automated Patch Management and OS Updates	✅
Backup Monitoring and Administration	✅
Virtualization (HyperV and Vmware)	✅
Corporate wide Hardware Refresh	✅
EDR/XDR Setup and Maintenance	✅

Network - Proactive Managed Plan Services	
Model/Make Agnostic Router Management	✅
Model/Make Agnostic VPN Management	✅
Model/Make Agnostic Firewall Management	✅
Model/Make Agnostic Network Device Monitoring	✅
Vulnerability and Intrusion Management	✅
Disaster Recovery Planning and Implementation	✅
Redundancy Planning and Implementation	✅
Cyper Security Management and Maintenance	✅
SDWAN, BGP and MPLS Setup and Maintenance	✅
Azure VWAN, Azure Gateway and Azure VPN Setup and Maintenance	✅

Applications - Proactive Managed Services	
Microsoft Azure Services - Implementation, Migration and Support	✅
Lotus Notes and Microsoft Exchange migration to Microsoft 365	🔴
Lync Migration to Microsoft Teams and Business Voice	🔴
Finance and ERP application server maintenance	✅
Finance, ERP and DataWarehouse Database servers and ETL maintenance	✅
IIS/Apache/NGINX Web Server maintenance and code migrations	✅
Kubernattes / Containers	✅

VOIP Phone Managed Plan Services	
Unlimited Phone Support	✅
Unlimited Remote Control Support	NA
Unlimited Extension Changes	✅

✅ - Yes   NA - Not applicable   🔴 - Already on M365

After establishing a relationship for over a decade, and rebuilding the network and infrastructure, we understand our customer's business and operational needs and have become their most trusted advisors. We provide both CIO executive services for consulting and critical Certified Professionals for implementation, maintenance, and support. We have successfully **reduced hardware costs, and optimized investments** in IT solutions with remote and onsite team support, in addition to modernizing their software and infrastructure.
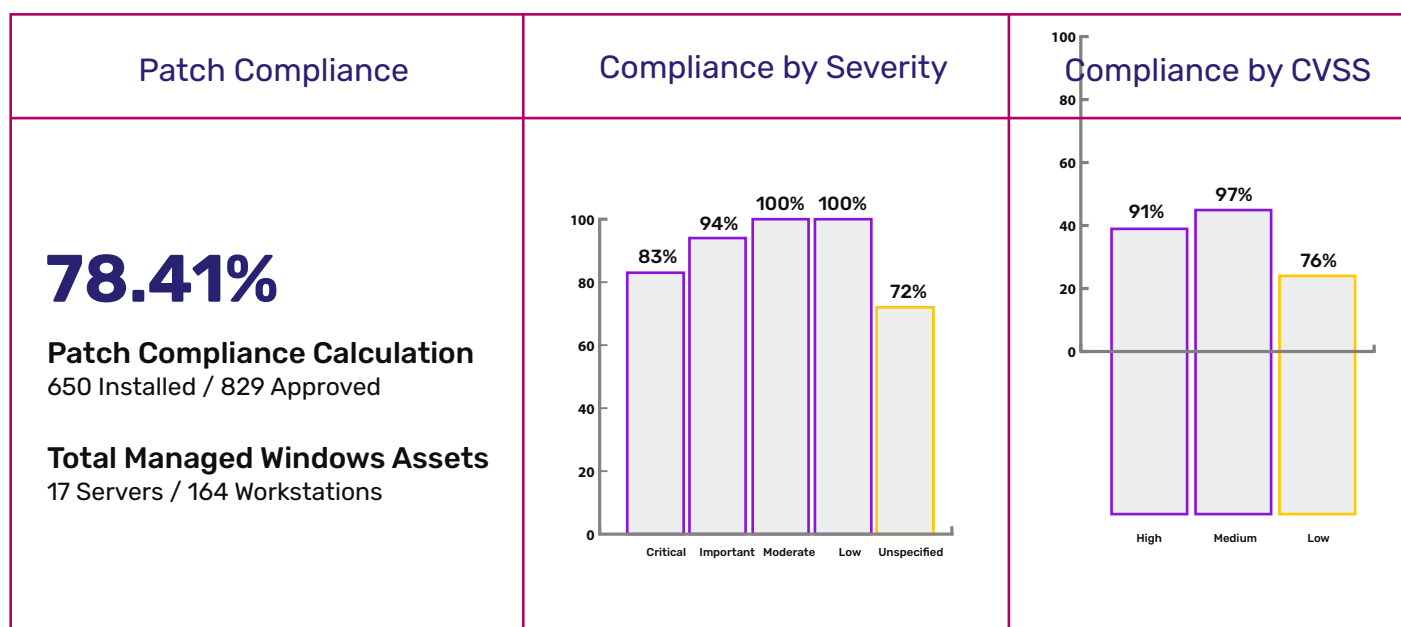
Real world Benefits

- **Assessment and implementation of systems and solutions**

  We continuously provide our client detailed analysis and recommendations for systems, platforms, and applications that will meet their business need within their available budget and resources.

- **Manage all technical aspects of all IT hardware and software with onsite and offsite with Korcomptenz staff**

› Completed three hardware refreshes and two time moves of ISVs in the last 12 years.

› Upgraded their network infrastructure and wiring and cabling across all offices.

› Provisioned better internet services at all offices.

› Migrating to Microsoft Office 365 from IBM Lotus Notes.

› Implemented remote monitoring and management tool, ConnectWise, to provide better help desk services, ticketing management, reporting, server and desktop patch management.

› Implemented Active Directory and file server security auditing application.

› Implemented regular hardware refresh cycles across the organization.

Patch Compliance

Patch Compliance	Compliance by Severity	Compliance by CVSS
78.41% **Patch Compliance Calculation** 650 Installed / 829 Approved **Total Managed Windows Assets** 17 Servers / 164 Workstations	Critical 83%, Important 94%, Moderate 100%, Low 100%, Unspecified 72%	High 91%, Medium 97%, Low 76%

- **Enabled cloud capacity with Azure Cloud Services**

  In addition to migrating to Office365, we increased capacity and performance by installing Microsoft Office 365 and Integrated Microsoft SharePoint and .NET Applications. We also successfully migrated the customer from a Private Data Center to Azure. Additional remote IT capabilities were achieve using Microsoft Intune, the Bring Your Own Desktop powered by Azure Virtual Desktop. The combination enabled rapid configurations across multiple devices that conformed to the remote standardized configuration from a central console. We also moved a legacy on-premise PBX to Teams with everyone working remotely both from home and other locations.

- **Implemented practices and IT governance frameworks**

  The key issue on cybersecurity, spam, GDPR are top of mind for any industry. Educating users against threats, vulnerabilities and impacts is performed on an ongoing basis and an audit maintained to avoid malware and ransomware assaults.

- **Providing tech support for both Windows and Mac environments**

  This non-profit runs leranign and development programs on both Windows and Apple computers in all locations, requiring day-to-day management and support for both platforms. This includes managing, configuring, and updating all systems. Korcomptenz is a Microsoft Certified Gold partner, but also has expertise on MacOS and other platforms.

- **Providing Vendor-agnostic recommendations**

  When it came time to replace their old EPBX system, we collaborated with them to identify potential providers based on their budget and needs, and ultimately considered Verizon, Broadview, and Windstream. We evaluated these providers based on the strength and costs of their services, and were able to identify a solution that improved both phones and internet connectivity. Throughout, we were able to provide honest advice to help make the right choice. The customer has been very appreciative of this value add and frequently contacts us with similar questions.

- **Training and Support**

  In keeping with the non-profit culture, we have helped them build a community where all stakeholders including staff, business heads, practices heads, department heads arecollaboratively engaged, trained, and supported on the use of tools and applications.

- **WordPress security, patching, and Azure migration**
  After an unfortunate security incident affected their website presences, the customer turned to Korcomptenz to help secure and manage their WordPress websites. We conducted a through security review, installed the appropriate security software, migrated to a more secure Azure environment, and conduct monthly patching services to prevent future incidents. In addition, we replaced an older shopping cart with WooCommerce for their book sales.

Conclusion

Korcomptenz has provided comprehensive desktop support, infrastructure, and application management services for our client and its linked entities since 2008. Over this period, we have revolutionized their use of technology, making continuous improvements and adjustments that have saved them money, improved productivity and efficiency, and empowered their teams to focus on their mission. Today, our responsibilities include:

- 24/7 help desk support for all devices, applications, servers, and other infrastructure

- Maintenance of all licenses, servers, back-ups, corporate applications, etc.

- Support for video security cameras, phone systems, networking, and more

- Office365 email system and SharePoint Portal maintenance

- Request Management System to track and close the daily IT and application issues

- Add new functionality to SharePoint System if required

- Manage and protect WordPress websites

- Reengineer to New technology when the necessity arises

Measurable Results

We have helped the client save money by reducing hardware cost and providing a solid foundation for accelerating growth with IT solutions that transformed their technology landscape.

1 **33% increase in device availability** and network uptime

2 **3x the number of associates supported** by the same staff

3 **12x reduction in the time** it takes to process support requests

4 **33% improvement in network uptime** and device availability by migrating from Microsoft Exchange 2013 to Office 365 also reduced the need for some time-consuming requirements.

5 **Around-the-clock service** as well as an on-site presence when needed by utilizing our hybrid 24/7 strategy.

6 **Maintain compliance** while keeping a watch on cybersecurity to avoid ransomware threats.

7 **Implemented a best-practices approach** to infrastructure management

Korcomptenz

Korcomptenz is a total technology transformation provider that partners with clients to improve their digital experience and insight. We unlock the power of technology in the areas of ERP, CRM, infrastructure management, cloud, data and AI to empower our clients with intelligent and experiential solutions. We **#FocusOnYou**

Discover how we #FocusOnYou at www.korcomptenz.com

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