ITaaS Enables a Leading Non-profit Company to Increase IT Visibility, Enhance Tech Maturity, and Boost Team Productivity

Customer: A non-profit provider of education, training, and career services

Industry: Non-profit

Profile: The non-profit enhances the dignity and quality of life of individuals, families, and communities by eliminating barriers to opportunity and helping them reach their fullest potential through powerful programs and services.

Services: A suite of ITaaS

Business Need

The non-profit organization has been serving communities for over 100 years, empowering individuals with disabilities and other barriers to gain independence through the power of work. As the massive network of retail thrift stores continued to grow, the non-profit realized that their technology costs have steadily risen over the past few years. They lacked transparency into capital and operational expenses and wanted to achieve a more cost-effective way for IT to get integrated with the rest of the organization.

There were several gaps in infrastructure and operations – especially with respect to asset management, inventory management, and procurement. In addition, most incidents were not managed to completion and were recurring more frequently than the business could handle. The non-profit was also looking to improve end-user experience including better responsiveness to technology issues and more consistent service delivery.

To overcome these challenges, the non-profit was looking to establish a partnership with a qualified Managed Services Provider who could take over their IT operations and develop a strategic roadmap to transform IT into a business enabler. They reached out to Synoptek to achieve several key objectives that included:

- Transitioning current IT Services to Synoptek's Managed Services and standardizing technology footprint across the organization

- Receiving IT support in a timely and cost-effective manner

- Leveraging current industry best practices to move away from legacy complexity and inefficiency

- Rationalizing applications and developing a modern application stack

- Implementing security best practices

- Providing users with efficient and intuitive tools with low latency for enhanced user experience

- Ensuring seamless and secure access to data for analysis, information, and insights

Solution and Approach

To meet the non-profits IT requirements, Synoptek delivered a suite of ITaaS with the following core service offerings:

IT Assessment Services

- IT Infrastructure, Network, Security, and Application Assessment

- Consulting, Quality Control, and Issue Resolution

- Gap Analysis

- Documentation of Findings and Recommendations

- Roadmap and Technology Integration Plan

- IT and Business Process Alignment

End User Services

- 24x7x365 Service Desk Support

- Procurement of Computer Equipment

- Desktop Administration

- Vendor Escalation Management

- Asset Management

- Security Management

Server Management

- 24x7x365 Server Administration

- Data Center Migration to Synoptek Cloud

- Incident Management

- Endpoint Security

- Vendor Escalation

- Backup Management

- Vulnerability Management

Network Management

- 24x7x365 Network Administration

- Firewall, Switch, Circuit, and Router Management

- Vendor Escalation

- Vulnerability Management

Managed Security

- Security Advisory

- Security Testing

- User Security Training

- Periodic Reporting

Teamwork as a Service

- Teamwork Assessment and Evaluation

- Gap Analysis

- Expert Consultation and Training on how to use Business Productivity Applications

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Business Benefits

The comprehensive range of ITaaS provided by Synoptek has enabled the non-profit organization to:

- Increase IT environment visibility
- Improve team productivity and efficiency
- Enhance technology maturity level
- Accelerate responsiveness to incidents
- Improve risk and opportunity awareness
- Boost asset management efficiency

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

19520 Jamboree Road #110 Irvine, CA 92612

888.796.6783

www.synoptek.com

salesinquiries@synoptek.com