CASE STUDY

How A Nonprofit's Team Gained IT Support They Call On Daily

A nonprofit's Team traded reactive break-fix for a call-in support model staffed by technicians who know their systems.

INDUSTRY: Nonprofit

SERVICES: Managed IT Services

Executive Summary

A nonprofit's Team needed IT support they could reach without friction during daily work. IT Pros Management put a call-in help function in place, staffed by dedicated U.S.-based technicians who learned the team's environment. Staff now call in for day-to-day help without hesitation, and technicians Lupe and Hyungju were singled out by name for their service.

Challenges

- Before IT Pros, support was reactive break-fix rather than issues handled before they interrupted daily work.
- The nonprofit's team lacked a consistent help channel they could reach quickly when problems came up.
- Recurring day-to-day IT needs meant staff called in often and needed dependable answers each time.
- As a lean nonprofit, the team needed human support that knew their people and their systems.

IT PROS MANAGEMENT'S APPROACH

Key Actions

- Stood up a call-in support channel the nonprofit's team could reach directly for day-to-day IT help.
- Assigned dedicated U.S.-based technicians, including Lupe and Hyungju, who learned the nonprofit's team environment.
- Handled issues proactively so problems were addressed before they interrupted the team's daily work.
- Operated as an extension of the team, building an ongoing relationship staff return to regularly.

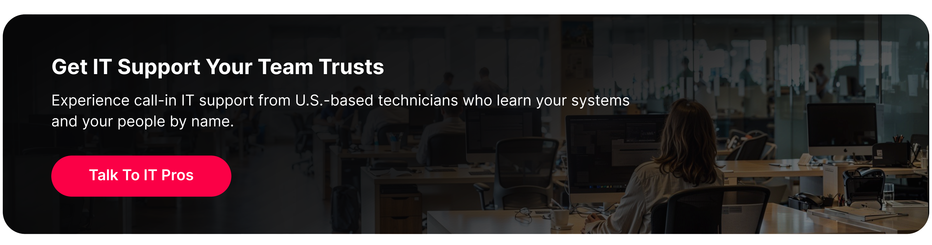
> ***"Thank you IT Pros for providing reliable and user friendly assistance. As part of the nonprofit's team, I regularly call in to request for help. The experience you offer wouldn't be possible without the proactiveness and friendliness of your staff. I'd like to shoutout Lupe and Hyungju - thank you so much for always providing excellent customer service. I really love how easy it is to contact the IT staff, thanks again!"***
>
> Thalia Cejudo, Non Profit

Solutions

- An easy-to-reach call-in IT help function the nonprofit's team relies on for recurring, day-to-day needs.
- Responsive assistance from proactive, U.S.-based technicians rather than an offshore support queue.
- IT Pros' Your IT Department model: a dedicated team that operates in-house for the nonprofit.
- Named technicians Lupe and Hyungju who know the nonprofit's team's people and systems by name.

Results

- Staff now call in for day-to-day help without hesitation, knowing the team will pick up.
- Reaching IT is simple, so problems get in front of a technician who already knows the setup.
- Support quality is high enough that staff publicly thanked technicians Lupe and Hyungju by name.
- An ongoing, trust-based partnership keeps the nonprofit's daily operations moving without friction.



Get IT Support Your Team Trusts

Experience call-in IT support from U.S.-based technicians who learn your systems and your people by name.

Talk To IT Pros

888-707-7291 itprosmanagement.com