


IT Support for Nonprofit Organization

PROJECT DETAILS

 IT Managed Services

 Jul. 2024 - Ongoing

 Confidential

 *"We appreciate their patience."*

PROJECT SUMMARY

Corporate Technologies provides ongoing IT support for a nonprofit organization. The team monitors the client's firewall, servers, and devices and provides troubleshooting and technical support.

PROJECT FEEDBACK

Corporate Technologies has helped the client complete projects that increase efficiency, such as moving data and programs to the cloud and updating the existing phone system. The team has proven capable of providing the right solutions to problems. Their patience has also stood out.

The Client

Introduce your business and what you do there.

I'm the director of operations for ICIRR, a nonprofit organization.

We advocate for immigrant and refugee rights, promote civic participation, and educate communities and the public about immigrant issues and contributions.

The Challenge

What specific goals or objectives did you hire Corporate Technologies to accomplish for your organization?

We needed help with IT assistance and server management.



Sean Washington
Director of Operations, ICIRR



Non-profit



South Chicago, Illinois

CLIENT RATING

4.5

Overall Score

Quality: 3.5



Schedule: 4.0



Cost: 4.0



Would Refer: 4.0



The Approach

What was the scope of their involvement?

Corporate Technologies monitors our firewall, servers, and devices. They also provide troubleshooting and technical assistance.

What is the team composition?

We work with 2–5 teammates from Corporate Technologies.

How did you come to work with Corporate Technologies?

They were already working with our organization when I started.

What is the status of this engagement?

We started working together in July 2024, and the engagement is ongoing.

The Outcome

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

We've had a number of projects that have increased efficiency, such as moving data and programs to the cloud or updating the existing phone system. Our staff has appreciated having direct phone lines.

How did Corporate Technologies perform from a project management standpoint?

We mainly communicate in person.





Are there any areas they could improve?

None.

