

**LONG RELATIONSHIP
WITH NON-PROFIT
BUILT ON TRUST**



A single trusted point of contact for smart, cost-effective IT solutions allows this organization to thrive while staying on budget.

About the Client

The client was founded in 1853. Since then, it has been one of the leading health and human service organizations in Missouri. The organization now delivers programs and services through 21 facilities, which include 17 traditional branches and two Campus student leadership facilities. In all, it operates more than 400 program sites in 7 Missouri counties.

The client has facilities that provide community gathering and recreational areas, as well as fitness centers, swimming pools, child care facilities, student volunteer centers and learning labs. Programs serve youth, teens, families, adults, and communities.

Their Challenge

Like most organizations, the client has an IT staff that is relatively small when compared with the number of employees--4 IT employees serve about 500 users at multiple locations. ITsavvy's Brad Loesche has been their client executive and technology advisor and understands the constraints and opportunities. "Generally speaking, not-for-profits are

OVERVIEW

Industry
Non-profit

Client Profile

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Business Situation

Like most organizations, the client has an IT staff that is relatively small when compared with the number of employees--4 IT employees serve about 500 users at multiple locations.

Solution

Computer hardware and telephony.

Benefit

- > Reduced cost of ownership
- > Better communication between sites
- > Increased productivity
- > Less down time

a lot savvier when it comes to jobs,” Brad said. “They don’t have the same budget. They tend to have smaller staffs. They really have to do a lot more with less.”

When the client’s new Vice-President of IT, Dave D., came aboard 3 years ago, the organization was working with 2 IT vendors, CDW and ITsavvy. They decided to choose one.

“We wanted to streamline the 2 vendors and we chose ITsavvy,” Dave D. explained. “I relied on past experience that people here had with ITsavvy. They liked the single point of contact for direct communications versus a call bank. We also liked the quick turnaround time on the items we ordered. We also liked the ability to set up conference calls with hardware manufacturers. When our ITsavvy salesperson was unable to answer a technical question, he was very proactive in setting up those calls.”

Our Solution

From the beginning, Brad made it a point to learn everything he could about the client’s organization and how technology could best solve their problems and meet future needs. “I think Dave was initially impressed by my overall knowledge about how the client’s facilities in the U.S. work, but also about that particular facility,” Brad said. “I had placed every server there, so there wasn’t much I didn’t know about that organization already.”

In addition to multiple successfully completed past projects (from surveillance to networking to phones to front desk swipes), ITsavvy has more recently been upgrading servers and networks--working on over 400 desktops this year. They’ve also installed phone systems in 2 of their locations so far.

“We’re doing everything from soup to nuts,” Brad said. “There were a lot of situations where Dave was asking for my advice. He is a very thorough person and was really good about telling me exactly what we needed to get done, but he also relied on my expertise in bringing ideas and solutions to the table. They have to make technology work better and last longer. In my opinion, they do it the right way. They find solutions rather than throw money.”

“I like the fact that ITsavvy hosts product showcases that we can attend,” he said. “That allows us to see firsthand what manufacturers have to offer and talk to their representatives. It’s a nice way that ITsavvy takes care of clients.”

“In the end, it’s all about responsiveness, accessibility, competitive prices, and trust. Our relationship with ITsavvy is solid, I would recommend ITsavvy to other companies.”

Dave D., Vice President of IT

Their Success

Over the years, ITsavvy has been able to streamline the client's IT operations and help the organization serve the growing needs of Greater St. Louis. Nearly as important, ITsavvy has helped the client stay within budget without compromising service.

Dave appreciates the value-added technology Showcases that ITsavvy hosts twice a year—providing an opportunity for clients to discuss the latest products and technical issues with vendors and ITsavvy experts in person.

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Brad tries to make continual daily contact. “The amount of attention I'm able to give Dave and the team is important to me and it's important to them,” Brad said. “I take their success personally. There's a sense of responsibility--you want everything to go well for them. They've been an absolute pleasure to work with for so long that it doesn't feel like work.”

Dave said that, in the end, it's all about responsiveness, accessibility, competitive prices, and trust. “Our relationship with ITsavvy is solid,” Dave said. “I would recommend ITsavvy to other companies. They're competitive in the market and they are small enough to be responsive and accessible whenever I need them. Their pricing has been very competitive and we've been happy with the solutions. The trust level with ITsavvy is high.”

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

ITsavvy

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