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Empowering Your Best Work

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Elevating A Cancer Foundation's IT Infrastructure: A Journey from Legacy To Innovation

OVERVIEW

A prominent cancer foundation, dedicated to making a difference in critical healthcare through research, education, outreach and advocacy, recognized the need to empower their team with a robust and innovative IT infrastructure.

Unfortunately, the staff faced challenges in resolving technical issues with their previous IT provider, leading to operational inefficiencies. Moreover, the provider was not equipped to support the foundation's journey towards digital transformation and IT infrastructure modernization.
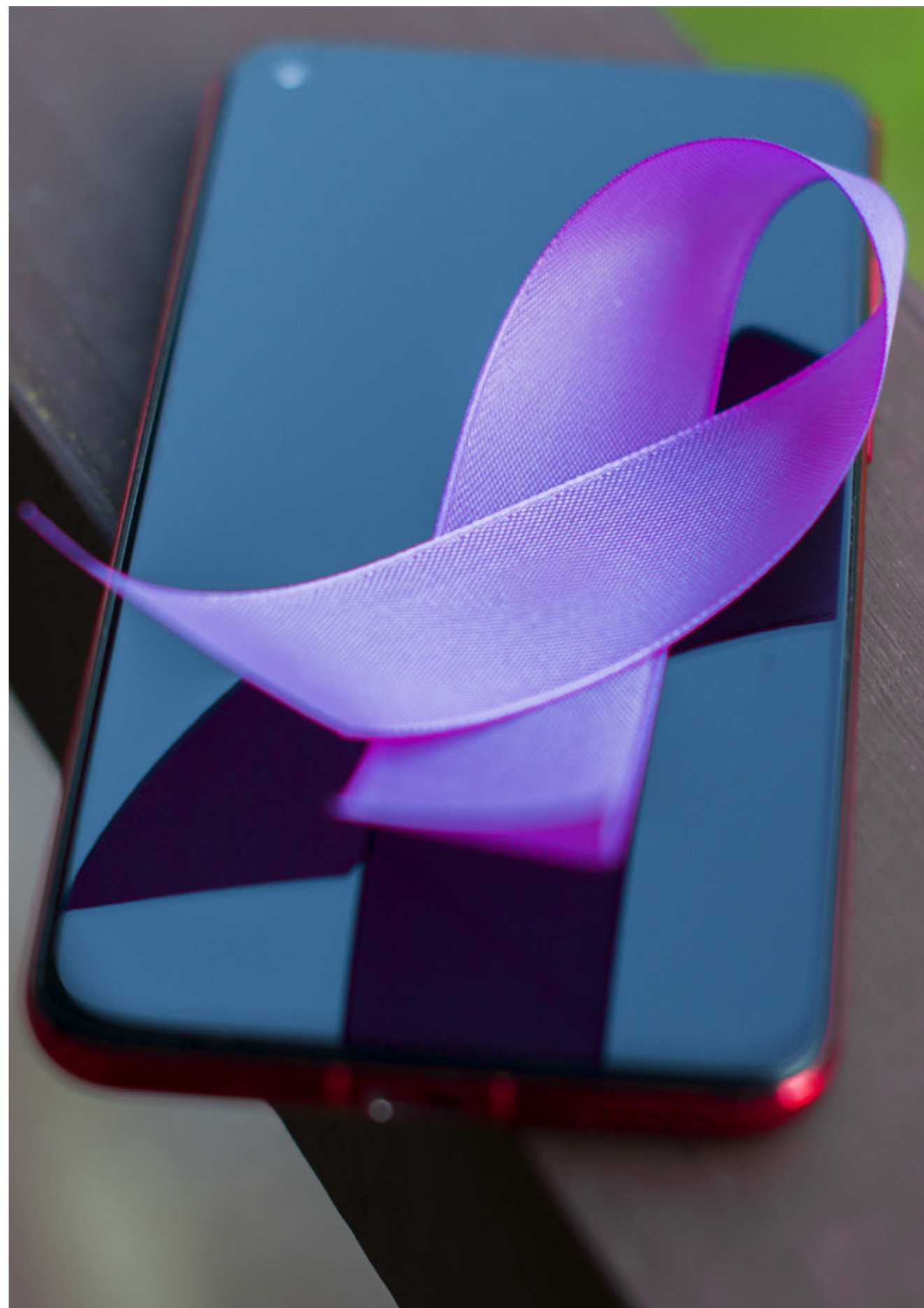
In December 2019, the foundation embarked on a significant step forward by partnering with designDATA. This collaboration initiated a transformative journey, with designDATA offering the expertise and support necessary to optimize the foundation's technological resources.

> Their partnership philosophy stands out. Rather than feeling like a service provider, they feel like a true IT partner... We don't have dedicated CIOs or IT staff in nonprofits, so it's important to find a thoughtful partner to help you make decisions so you can think about the organization's real mission.

~ The foundation's President and Chief Operating Officer.

OUR PROMISE

As a dedicated partner and consultant, designDATA continues to provide the necessary resources and expert knowledge to propel the foundation's mission and make a lasting impact in the fight against cancer.

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MODERNIZED IT INFRASTRUCTURE:

Previously hindered by outdated servers, firewalls, office Wi-Fi and lacking infrastructure for flexible remote or hybrid work, the foundation needed change. designDATA developed a tailored IT modernization plan following a thorough assessment, aligning resources with the organization's growing needs. The introduction of scalable and secure technologies has strengthened the foundation's disaster recovery capabilities, enhancing its capacity to carry out critical initiatives.

EXPERT-BACKED IT DECISIONS

Operating without in-house IT expertise, the foundation required external guidance to navigate the intricate technology landscape. The partnership with designDATA has allowed the team to concentrate on their core mission, while regular strategic communications ensure they are well informed and supported in their technology journey. This includes insights for improvement, long-term technology planning, education on emerging technologies and industry best practices, all tailored to fit the foundation's mission and budget.
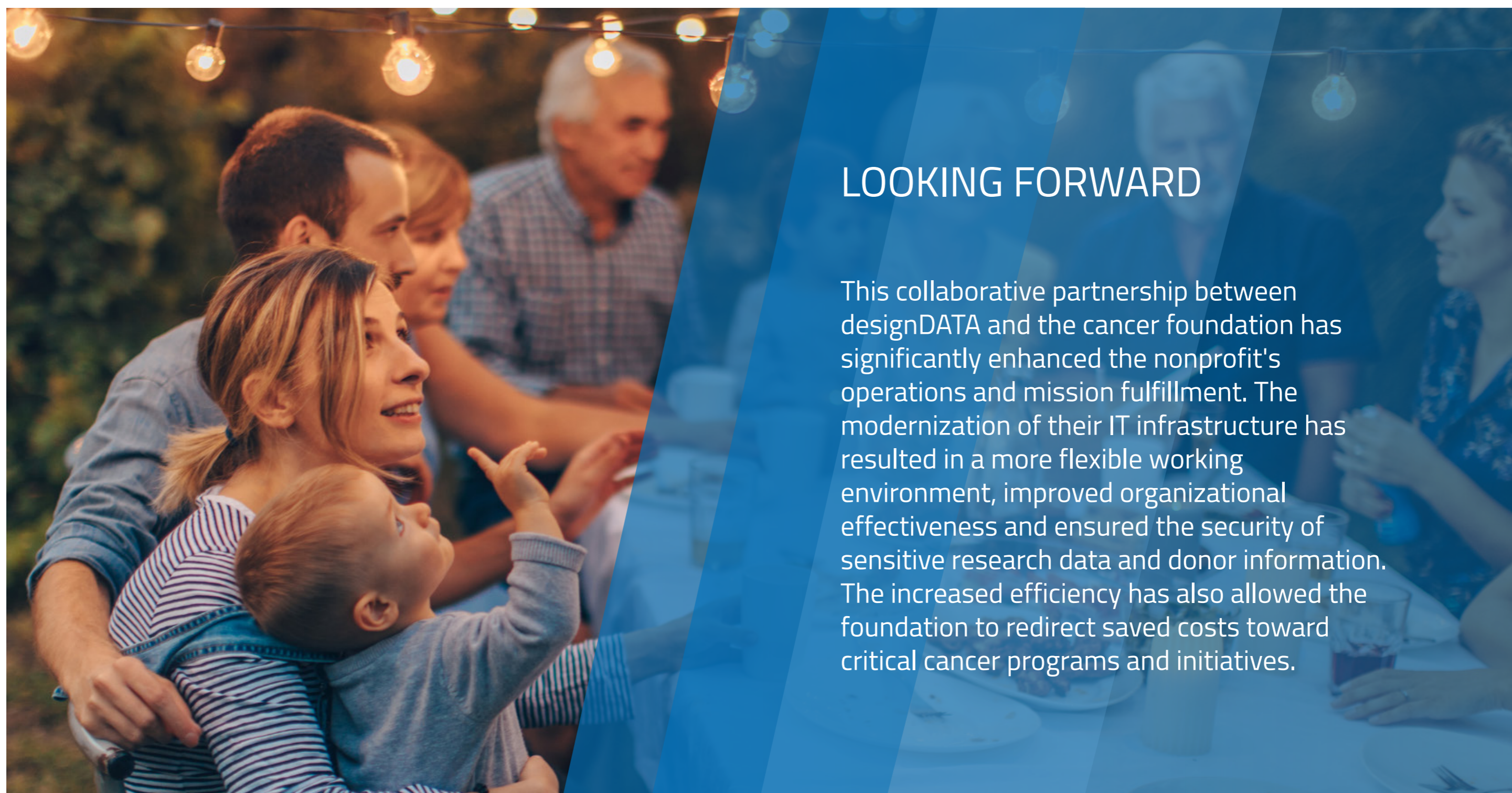
EMPOWERED STAFF

The shift to designDATA marked a noticeable increase in internal IT support utilization. The team was equipped with updated hardware and software and extensive training ensured best practices for optimal tool utilization. Ongoing technical and cybersecurity education initiatives empower employees in risk mitigation and sensitive data protection, fostering a supportive environment that streamlines workflows and enhances productivity.

No one used our old IT provider; I had to call and manage everything with them. Now, our staff feels welcome and comfortable submitting tickets and working with designDATA themselves.

~ The foundation's President and Chief Operating Officer.

LOOKING FORWARD

This collaborative partnership between designDATA and the cancer foundation has significantly enhanced the nonprofit's operations and mission fulfillment. The modernization of their IT infrastructure has resulted in a more flexible working environment, improved organizational effectiveness and ensured the security of sensitive research data and donor information. The increased efficiency has also allowed the foundation to redirect saved costs toward critical cancer programs and initiatives.