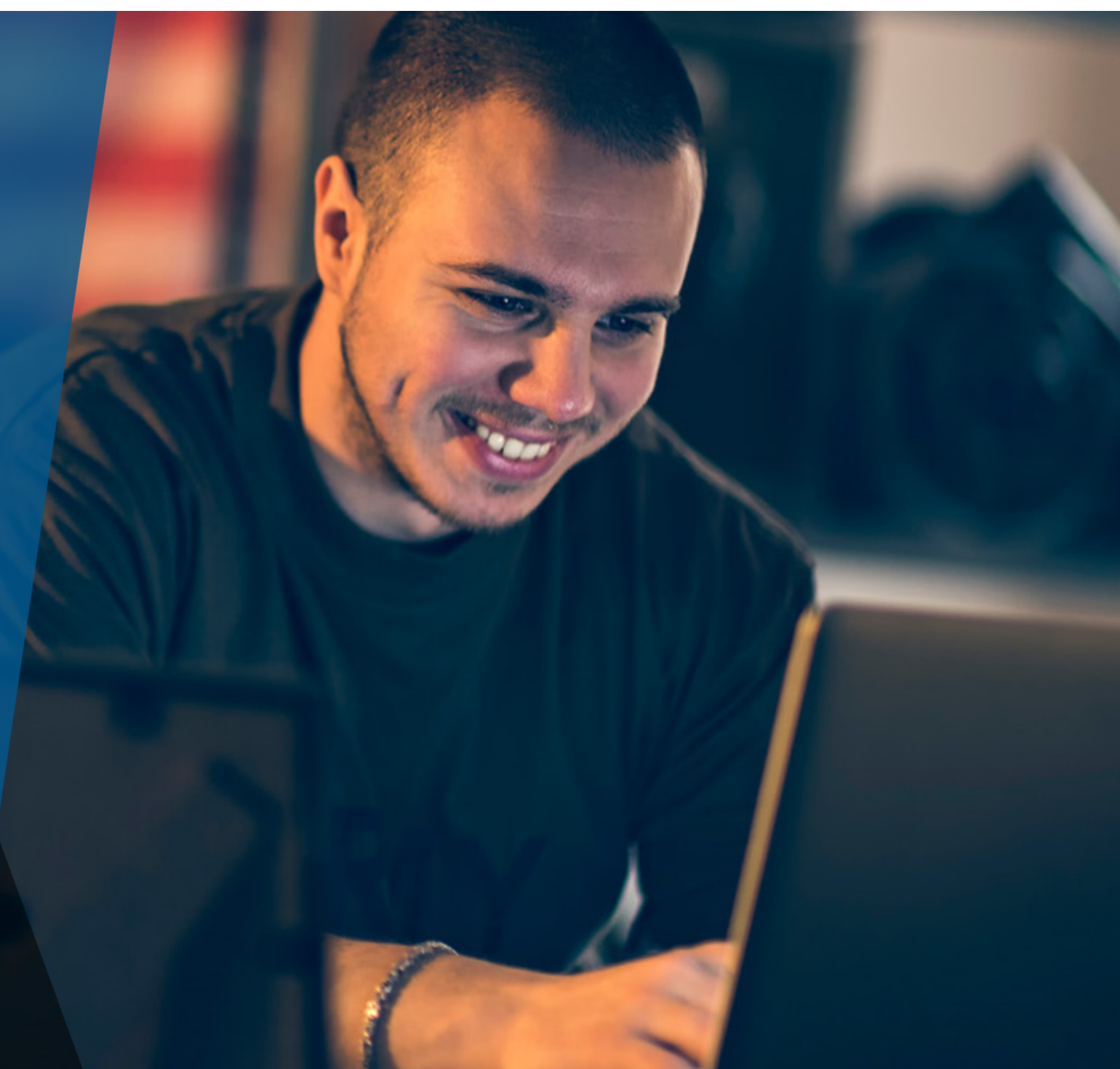


# From Roadblock To Asset: Transforming IT Infrastructure For Greater Impact In A Military Nonprofit



## OVERVIEW

For years, a prominent American military nonprofit has steadfastly committed to serving military members and their families. Operation across 87 military installations and facilities in nine states, the necessity for a solid IT infrastructure was undeniable.

However, the journey was fraught with challenges. A previous IT-managed services provider fell short of expectations, leaving the nonprofit in a precarious position, especially in the face of the COVID-19 pandemic's digital demands. This is where designDATA stepped in, offering essential solutions to navigate these turbulent times.

COVID is our biggest success. We were not prepared to work remotely. designDATA solved the problem for us. We are actually thriving, and having a system in place is a large reason why. They make sure our team members can do their work and collaborate easily and securely regardless of where they might be located.

~ Chief of Staff and Chief Information Officer  
at the nonprofit.

## OUR PROMISE

Since January 2020, the organization has relied on designDATA to overcome several pivotal challenges, transitioning from outdated systems and limited cybersecurity measures to a modernized, secure and supportive IT environment.





## ENHANCED REMOTE WORKFLOW

The sudden need for remote work in 2020 caught the organization off-guard. With designDATA's assistance, they fortified their remote access capabilities, ensuring seamless collaboration and resource accessibility for their employees. An upgraded network was established to handle the surge in remote connectivity, minimizing performance issues.



## IMPROVED SECURITY

With the shift to home-based work, the nonprofit prioritized data security. designDATA introduced heightened security measures, including security awareness training, incident response plans and compliance audits. This bolstered the organization's confidence in protecting sensitive information and fortified its defenses against cyber threats.



## CUSTOMIZED SOLUTIONS

Recognizing the unique operations and mission of this military nonprofit, designDATA crafted tailored solutions to meet their specific IT needs. This personalized approach, coupled with open and responsive communication, ensured the organization had a resilient infrastructure that continually met its evolving needs.



## COMPREHENSIVE IT STRATEGY

Operating across more than 12 branches and collaborating with 23 affiliate partners, the nonprofit needed a visionary approach to IT. designDATA delivered strategic guidance on IT road-mapping, licensing, infrastructure configuration, helpdesk support, system administration and long-term planning. This approach allowed the organization to harness its technology infrastructure, streamlining processes and dedicating more resources to its core mission.

I have been impressed with how well they knew us. When staff has changed, we have not had a reduction in our service. We communicate on a regular schedule and keep things moving forward consistently.

~ Chief of Staff and Chief Information Officer  
at the nonprofit.



## LOOKING FORWARD

The collaboration between the military nonprofit and designDATA has been characterized by consistent satisfaction and reliability. The nonprofit values designDATA's communicative nature and unwavering support, empowering them to navigate technological challenges and enhance their impact on military families.