

Sealing the Deal: Empowering A Professional Association's Best Work Through A Comprehensive IT Partnership



OVERVIEW

This leading professional association stands as a beacon of innovation and collaboration in its sector. To navigate the intricate technological landscape and achieve its mission, the organization sought a robust IT partnership that would enable it to concentrate on its core objectives.

Since January 2015, designDATA has been empowering the organization's best work by addressing key pain points in its technology management. Providing comprehensive IT support and solutions, designDATA has enabled the association to focus on achieving its strategic priorities, including advocacy, end-user engagement and sustainability initiatives.

Communication has always been a major strength of designDATA. Their help desk technicians are always prompt and willing to assist, no matter the issue. As a client, I am always confident that my needs will be carefully and thoroughly addressed by designDATA. Their willingness to communicate and work with us when we need assistance, as well as their professional team recommending new services and programs to help keep our IT systems secure and updated, has been impressive.

~ President of the association.



OUR PROMISE

Throughout their ongoing partnership, designDATA and the professional association have tackled four primary IT challenges, fostering a strong collaboration built on trust, communication and a shared commitment to empowering the organization's best work.



PROACTIVE IT MANAGEMENT

The association required an IT partner capable of advancing its technology agenda without constant oversight. designDATA rose to the challenge, recommending new services and programs to keep the association's IT systems updated and secure.



RESPONSIVE AND EFFECTIVE HELPDESK

A reliable help desk was crucial for the association. designDATA's help desk technicians consistently demonstrated promptness and a willingness to assist, ensuring that the association's needs would always be carefully and thoroughly addressed.



HOLISTIC APPROACH TO CYBERSECURITY

Understanding the association's commitment to sustainability and responsible resource allocation, designDATA provided thorough training for the staff, ensuring a smooth transition to Microsoft Teams and the cloud. This approach improved security through training, process and governance, rather than relying exclusively on costly tools.



SUCCESSFUL IT PROJECTS

The association was wary of IT projects that often went over budget and schedule, causing disruption. designDATA showcased its expertise during the association's office relocation, ensuring a seamless move and readiness of IT resources for employees on day one. Their thorough planning and hands-on approach alleviated concerns about project success and value.

With the relocation we did in 2018, their thorough planning and hands-on approach ensured my employees were ready to go with their IT resources on day one. Recently, our smooth transition to Microsoft Teams and moving our files to the cloud would not have been possible without designDATA's thorough training and patience as we learned how to use the new tools.

~ President of the association.



LOOKING FORWARD

The partnership between this leading professional association and designDATA has grown stronger over the years. The association appreciates designDATA's commitment to communication, ensuring it stays up-to-date with the latest technological advancements and industry best practices. Conversely, designDATA takes pride in empowering the association's best work by offering a valuable partnership to address the organization's most pressing technology management challenges. This support ultimately enables the association to concentrate on achieving its strategic priorities, including advocacy, end-user engagement and sustainability initiatives.