

IT Managed Services & Cybersecurity for Nonprofit Organization

PROJECT DETAILS

 IT Managed Services, Cybersecurity, IT Strategy Consulting

 Jan. 2019 - Ongoing

 Confidential



"The level of expertise of their technical staff means that problems are correctly diagnosed and resolved timely."

PROJECT SUMMARY

Uprite Services handles a nonprofit organization's cybersecurity and IT work. Their work involves recommending improvements to their computer network, purchasing hardware and software, and handling IT issues.

PROJECT FEEDBACK

Uprite Services' efforts have ensured a reliable computer network and resolved all existing issues. The team promptly resolves concerns and requests and demonstrates a proactive problem-solving approach. Their dedication to attending to all of the client's needs as quickly as possible stands out.



The Client

Please describe your company and position.

I am the Finance Director of The Mission of Yahweh

Describe what your company does in a single sentence.

Homeless shelter for women and children.



Mark Brockman

Finance Director, The Mission of Yahweh



Nonprofit



Houston, Texas

The Challenge

What specific goals or objectives did you hire Uprite Services to accomplish?

- Assess computer network and recommend improvements (hardware, server security, cyber security, wifi, Internet)
- Ongoing service of computers and computer equipment
- Purchase computers, upgrade computers, provide automated weekly software updates
- Implement improvements to cyber security and computer network
- Monitor network server for threats
- Daily backups of network files (network server and user files)

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.0

Would Refer: 5.0



The Approach

How did you find Uprite Services?

Referral

Why did you select Uprite Services over others?

- Company values aligned
- We needed the services they provide.

How many teammates from Uprite Services were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Uprite Services provides full service I.T. management solutions. We rely on them daily to solve problems with our computers and computer network. The Technical Assistance Center responds quickly to any problems that arise, as well as handling requests for staff turnover (adding and terminating users).

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Uprite Services has elevated the help we receive for computer issues to a high state of reliability. We no longer have unresolved problems with our computers and computer network. They are problem solvers. They have the staffing and knowledge to solve any I.T. problem we encounter. They also have very experienced I.T. experts who advise us on how to protect our computer network. We depend on Uprite Services a great deal.



Describe their project management. Did they deliver items on time? How did they respond to your needs?

Uprite Services typically responds within one business day or less. Often, a request is resolved within hours. If the issue needs immediate attention, Uprite Services escalates the new issue to immediate attention by a computer technician. Uprite Services has more experienced technicians who can resolve more difficult issues.

What was your primary form of communication with Uprite Services?

- In-Person Meeting
- Virtual Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

The level of expertise of their technical staff means that problems are correctly diagnosed and resolved timely. If a problem is more complicated, Uprite Services provides a temporary workable solution, until the ultimate solution is implemented. Our company values also align closely with Uprite Services's company values. This is why we chose Uprite Services as our managed I.T. vendor.

Are there any areas for improvement or something Uprite Services could have done differently?

No response.