

# Greater Cincinnati Foundation

Nonprofit: Managed IT Services Help GCF Focus On Their Mission to Drive Positive Community Change



## RESULTS

Fully managed systems, including anti-virus, patch management and 24/7 advanced monitoring

Enhanced security to protect GCF's internal staff and donors

Modernized technology across the organization, resulting in a more mobile workforce

In-depth end user support with on-site remediation as needed

"Throughout our relationship, the Immedion team has shown they have our best interest at heart," said Shelly Espich, Systems Manager for Greater Cincinnati Foundation.

"I never feel like just another customer. From the engineers to the support team, they know our technology and what our people need. They are a true partner."

## THE CLIENT

As the Cincinnati region's leading community foundation, Greater Cincinnati Foundation (GCF) helps donors carry out their charitable goals by bringing them together with nonprofits and changemakers. Established in 1963, the organization is now the 35th largest community foundation in the U.S.

## CHALLENGE

GCF was operating on older legacy systems and had issues with uptime and reliability. They felt they could utilize technology more efficiently, but with limited internal IT resources, they needed the help of an IT partner to develop a plan that met their needs and budget. GCF also sought a fresh approach to IT support. Their provider had to be local, responsive and proactive about solving problems and educating their users.

## SOLUTION

GCF chose Immedion because of their local presence and ability to provide 24/7 support through Managed IT Services. From the very start of the relationship, Immedion worked closely with GCF to identify a plan to replace their old infrastructure, standardize their systems, increase security and provide user support. Immedion's engineering team successfully migrated GCF's legacy on-premise servers to the Immedion Cloud. Immedion's Recovery Cloud (DRaaS) and a custom backup solution provides GCF the disaster recovery and protection they lacked before. By leveraging Immedion's IT Support Services, GCF's Cloud solution is fully managed by a team of technical experts, including 24/7 systems monitoring, managed anti-virus and system patching. To further enhance the foundation's security and protect their internal team and donors, those services were paired with Managed Next-Gen Firewall and the implementation of two-factor authentication. In addition, GCF's on-premise Exchange server was transitioned to Office 365, which enables their team to take advantage of features like Skype for better collaboration. Finally, Immedion provides end user support for the entire organization, including training sessions and on-site remediation as needed.

## RESULTS

Since transitioning to Immedion, GCF has seen a dramatic improvement in system performance and uptime. Under Immedion's technical guidance, GCF has been able to establish a more mobile workforce by modernizing the technology used across the organization. The partnership with Immedion has helped GCF improve workplace efficiencies, ultimately allowing them to better serve their clients and the community.