

# **Build Reliability, Security And Consolidate Your IT Infrastructure With ITS San Francisco IT Services for Non-Profits**

## At A Glance

Historically, non-profit organizations have been behind their corporate counterparts in adopting information technology. Usually lacking the budgets to invest in the latest and greatest systems and software tools, these organizations have made a habit of “making do”, managing a patchwork of old and new elements that often don’t work well together. At the same time, dependence on these networks to manage information, communicate with staff and volunteers, perform accounting, and handle various other tasks continues to grow. The reason to move ahead is clear – the cost-savings and productivity advantages of secure, reliable, and high-performing IT networks are simply too great to ignore.



## The Context

An information technology infrastructure often grows over time, but many organizations’ technical needs don’t justify a full-time support person, or the existing IT team needs a higher level of help. By partnering with ITS San Francisco, United Way has access to a wide range of skills and resources that a single person or small IT team just can’t provide.

## The Client

A San Francisco-based organization whose mission is to be the catalyst that enables people to strengthen communities by investing in one another. One in five Bay Area residents lives in poverty. United Way's goal is to cut that number in half by 2020 by harnessing creativity, expertise, and philanthropy. United Way works with ITS San Francisco to manage their IT systems and assist with strategic input as needed. United Way creates change through its five core programs:

- Sparkpoint Centers provide one-stop community access to a full range of services. One-on-one financial coaching helps people secure good jobs, get out of debt, and achieve financial success.
- Community Schools transform public schools into community "hubs," providing families with services such as food pantries, health care, and after-school programs. This allows children to focus on school instead of basic needs, leading to higher academic achievement.
- The 211 helpline received 185,000 calls and connected Bay Area residents to food, shelter, health care, and other vital services last year. Instead of multiple calls leading to dead ends, 211 callers reach a trained specialist who assesses their full scope of needs and matches them to the right services.
- Earn It! Keep It! Save It! (EKS) provided free tax preparation to 68,000 low-income households this year, bringing \$74 million in refunds back into our local economy.
- Match Bridge prepares urban youth for the workplace and places them in jobs and internships. Match Bridge members receive professional development, career counseling, and access to job opportunities.





## The Problem

In 2007, United Way had realized that its antiquated IT infrastructure was in need of a complete overhaul. The existing Novell Netware network had run its course and the company was working through issues with the Novell Groupwise email system as well. There were issues with tape backup and no support for mobile devices. The networking infrastructure resembled spaghetti, making network troubleshooting cumbersome and tedious. The organization has a small IT department that realized they needed to establish a relationship with an external company that could provide IT migration support and advice as IT needs grew.

## Enter ITS San Francisco

ITS San Francisco started providing IT support to United Way in 2007. ITS San Francisco architected, migrated, and supported the move away from the legacy Novell network to a Windows 2008-based server and messaging infrastructure, bringing United Way to current technology that improved employee productivity, network security, and improved performance.

In late 2012, United Way decided to leverage Virtualization technologies found in Windows 2012 Server to consolidate server infrastructure. United Way wanted to lower power consumption, improve utilization, and leverage the latest replication technologies available in Windows 2012 Server to provide off-site business continuity options.

## The Results

ITS San Francisco has assisted United Way with a variety of projects where specialized knowledge was needed, such as Exchange messaging server upgrades, as well as server and firewall enhancements. In addition, ITS San Francisco helped United Way reduce their number of servers through Virtualization technologies, which has helped to cut hardware, cooling and energy costs. ITS San Francisco helped United Way move to a new location and completely redo the networking infrastructure, color coding cabling, running them cleanly, and optimizing routing. United Way and ITS San Francisco have now successfully partnered for more than 7 years.

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