navitend

CASE STUDY

NONPROFITS

Network and Help Desk Support

Community Art Center

The challenge

A non-profit community art center had a mixed environment of PC and Mac computers on both wired and wireless networks. Staff, instructors and visitors all depended on the technology, but there was no one dedicated to keeping it running. Problems were handled as they came up, often by whoever had time, and small issues had a way of becoming big ones.

navitend's role

navitend introduced the organization to the Managed Services approach to I.T.: off-site support, a help desk staff could call or email, and remote monitoring of their computers and network. We brought the PCs and Macs under one support plan, separated the staff and guest wireless networks, and set up monitoring so we hear about problems such as failing drives, full disks and missing updates before the staff does.

The result

The organization enjoys navitend's round-the-clock monitoring and a professional help desk at a price that fits their budget. Staff have one place to call for any computer problem, Mac or PC, and with navitend's help they take advantage of top-quality, priced-right cloud services. Fewer interruptions mean more time for classes, exhibits and the community they serve.

Talk to a person, not a ticket

Tell us what's going on. We'll listen, ask good questions, and give you informed and experienced guidance.

Book a Call

Call 877.448.0070

www.navitend.com