

Case Study:

Total IT Managed Support For Non-Profit Organization



Azure Horizons, Inc.
Securing Your Digital Business I. T. A\$Set\$

Total IT Managed Support For Non-Profit Organization

Solutions: Managed IT Support, Compliance And Regulations

EXECUTIVE SUMMARY

For over 50 years, the Oak Park Residence Corporation has operated with the primary mission to promote Oak Park as a diverse and economically balanced community by providing quality rental housing at an affordable price. The corporation carries out its mission principally by acquiring older apartment buildings, rehabilitating them into assets that contribute to their neighborhoods, and providing quality management services.

As a non-profit organization operating in the low income housing sector, staying abreast of compliance regulations and technology as it relates to client data and funding is key to being able to continue to deliver on its mission. James King, Director of Senior Housing, knows this all too well. For the past 38 ½ years, Jim has had to balance the needs of their clients while ensuring regulatory and compliance policies are maintained; all on a very restricted budget. This is where Keith and Azure Horizons has played a key role for more than 11 years via their Managed IT Services solution.

CHALLENGE

With multiple locations and staff as well as clients requiring access to the organization's technology infrastructure, any downtime is detrimental to their ability to deliver vital housing services in the Oak Park area. It is equally as critical that the organization be aware of and adhere to government regulations and compliance standards specific to data and funding. Unfortunately, prior to

Azure Horizons partnering with Oak Park Residence Corporation, the state of their IT was “chaos” according to Jim.

SOLUTION

Keith and the Azure Horizons team deliver a Managed IT Services solution, including proactive 24/7 monitoring and maintenance of IT systems and access to support, to the multiple locations of the organization.

Additionally, the Azure Horizons team stays well informed about any new industry regulations and requirements in order to ensure that the organization stays in compliance as it relates to their IT infrastructure.

IMPACT

For Jim, the single biggest benefit that Keith and the Azure Horizons team bring to the organization is being able to “control the chaos”. Keith quickly addresses any issue and works until it is resolved. The staff know who to contact and have one single point of contact for all of their IT needs.

Jim and the Oak Park Residence Corporation also benefit from Keith’s approach of treating each client like they are the only client. They deliver personal, hands on, and responsive support each and every time. No matter how small or large the issue, Keith makes sure that its treated with a sense of urgency and resolved with his expertise.