

## CURE Childhood Cancer Partners with ProviDyn for Managed IT Services; Gains Responsive, Attentive Support for “All Things IT”

In 2014, when CURE Childhood Cancer tired of hearing excuses rather than answers from its prior IT vendor, its search for a new technology partner led it to ProviDyn. Today, says CURE Executive Director Kristin Connor, the relationship couldn't be stronger. “They've shown a real desire to work with us and an interest in the cause,” says Connor. “I have total confidence in ProviDyn and its team.”



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**Kristin Connor**  
CURE Executive Director



### A Referral Brings Results

Like many non-profit organizations, CURE Childhood Cancer struggled to find a balance between robust IT support and cost control. Budget sensitivity had led them to partner with an IT vendor that ended up being less than satisfactory. “When we had problems, the vendor was always saying, ‘It is the Internet company’s problem,’ or, ‘It is the phone company’s problem,’” says Connor. “We were not getting the response we needed, and they never seemed to know how to fix anything.”

The search for a new provider lead Connor to query CURE’s Board of Directors, and one of its members had experienced ProviDyn’s full-service approach to IT through his employer. “He recommended we talk to ProviDyn, and after interviewing them and several other candidates, we felt ProviDyn was the best fit,” Connor says. “We liked the service we would get and felt they would be responsive to our needs. They had also worked with other non-profits and understood that we all have to do more with fewer resources.”

The ProviDyn team met with CURE to assess its current environment and make recommendations based upon what the organization wanted to accomplish. ProviDyn recommended Encompass™ Premium Managed Services, a fully managed IT services offering, designed specifically for non-profits, that includes day-to-day IT management and support as well as long-term IT planning for on-premises PCs, servers and networks.

After the proposal was accepted, ProviDyn team members worked directly with CURE’s prior provider to ensure the transition went smoothly. “The move was seamless and we were never down,” Connor says. “It was as though there wasn’t any change. It just happened, which is what a business wants.”

### The Benefits of Managed “All Things IT”

In July 2014 when ProviDyn took over, Connor says, the firm proved its value as a true partner almost

immediately. "We host a big event each September, and the day before, our phones and Internet went down," Conner notes. "ProviDyn understood that while any other day this would have been a pain, for this particular day it was a real problem. They had us back up in two hours' time."

Since then, she relates, "Things have been really smooth. We are an office of technologically challenged people, and we count on ProviDyn to make sure everything runs smoothly. They are our outsourced IT department." Special efforts Connor details include weekend troubleshooting when a computer died and resolution of problems with a virtual private network connection that was preventing a remote worker in Savannah from connecting. "The VPN is a million times better now. It's really an asset when we want to work remotely," she says.

This year, Connor is looking forward to working with ProviDyn on upgrade planning and budgeting, as well, to ensure CURE has a financially feasible roadmap for

acquiring the technology it needs in the future. "I think our relationship will just get better and better," Connor concludes. "Overall, they are nice people, they do good work, and they are reasonably priced. Doing a good job is their first and foremost goal, and it shows."

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### About CURE Childhood Cancer

Founded in 1975, Atlanta, Georgia-based CURE Childhood Cancer is dedicated to conquering childhood cancer through funding targeted research and supporting patients and their families. With cancer as the second leading cause of death in children, CURE dedicates over \$2.5 million annually to specific research projects aimed at solving cancers which affect children. Through innovative programming, CURE Childhood Cancer also provides crisis-oriented support to patients and their families, addressing their most critical and urgent needs. For more information visit [www.curechildhoodcancer.org](http://www.curechildhoodcancer.org) or contact Ms. Kristin Connor, Executive Director, at **770-986-0035**.

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