



## Case Study

**A global organization required a reliable network for worldwide communication — Krantz provided this and more.**



# Comprehensive IT Support

**The Situation:** With a need for a dependable network, and an increase in growth, WaterAid America required a more sophisticated level of IT support.

WaterAid America transforms lives by helping people throughout the world gain access to clean, sustainable water. They are a not-for-profit corporation, and focus on raising awareness on the water and sanitation crisis around the globe. They work to engage supporters, both nationally and internationally.

Krantz Secure Technologies became their trusted IT support, providing them with proactive, effective solutions.

As a global federation with two offices in the U.S., and additional staff working internationally, it's crucial they have a consistently accessible network for the facilitation of universal communication.

When WaterAid America required extensive IT services more comparable to the growth of their company, Krantz Secure Technologies became their trusted IT support, providing them with proactive, effective solutions.





# Comprehensive IT Support

**The Solution:** Teaming with Krantz resulted in dependable and responsive IT support.

Krantz became WaterAid's full service IT support in 2013. After moving to a new office, Krantz eliminated all of WaterAid's old on-site servers. They then transitioned them to fully hosted services to suit their needs as a global company.

Krantz provides WaterAid with secure hosted file sharing, Office 365 for email, and a hosted VoIP system. Krantz also helped them migrate from their file-server based Blackbaud Raiser's Edge Fundraising Software and QuickBooks Accounting, to cloud-hosted versions of these solutions.

Krantz is proactive in helping WaterAid plan for their technology and software needs with good communication, understanding and expertise.

**WaterAid's Katherine Crider remarks:**

"As a non-profit it's been really helpful that Krantz has supported our group and has also kept us on budget. They keep the lines of communication open. Plus, they always remain flexible and patient with us, making IT as painless as humanly possible. Our staff has formed lasting personal relationships with their frontline tech support workers, and they now feel like part of our internal team."



# Comprehensive IT Support

**Krantz provides WaterAid American ongoing Managed IT Services such as:**

- **Strategic and Cost-Effective Technology Guidance**

As a knowledgeable, experienced IT partner, we help to prioritize WaterAid's needs and implement an effective strategy to achieve their desired goals.

- **Data Security**

With the ever-increasing threats from cybercriminals, we conduct risk assessments so their data is protected, and their staff is trained to ensure the maximum security of their network.

- **Remote Monitoring and Maintenance (RMM)**

We continually view their network, identify risks, and quantify attacks and/or breaches. This way IT issues are addressed before they cause major downtime.

- **Identity and Access Management,**

We ensure only authorized individuals have access their IT resources. This is crucial to comply with security requirements, and important for any business.

- **Optimization and Consolidation**

We analyze and resolve inefficiencies in their existing IT assets, and consolidate resources and operations that improve efficiencies and reduce IT costs.

- **Efficient Use of Cloud Computing**

This provides reliable and scalable access to resources, applications, and services. Software as a Service (**SaaS**) uses cloud-computing that provides a single application to multiple users in any location, instead of using the traditional one application per desktop. Cloud Computing provides scalability of resources as a business grows, and can reduce the need for costly hardware and software.





# Comprehensive IT Support

- **IT Budget and Cost Control**

To plan for the future, we help design and implement a cost-control process for IT service, support and equipment procurement. We suggest strategies to achieve WaterAid's priorities and plans with savings in mind.

- **IT Mobility**

IT Mobility solutions ensure secure access to data, tools and applications from any location. We help employ **BYOD** policies in a secure fashion, to enhance productivity, and employee satisfaction.

- **Secure File Sharing**

We ensure secure file-sharing services, so authorized employees can collaborate more effectively on projects, by sharing, accessing and editing files in real time.

WaterAid has worked with other IT companies in the past, but recommends the benefits of partnering with Krantz, especially to other growing non-profits.

**Crider goes on to say:**

"The Krantz team is very open to discussion. They are masters at planning ahead in order to meet our technological needs and our budget. Our needs are dynamic and can change quickly. We required a provider and team of people who could consistently respond to that, and Krantz does it for us perfectly."

**Krantz Secure Technologies is dedicated to delivering reliable and comprehensive IT support and solutions to WaterAid America. For more information on how our proactive and responsive approach can help your organization too, contact us at (212) 286-0325 or [Sales@KrantzSecure.com](mailto:Sales@KrantzSecure.com).**

