

Case Study:

Total IT Managed Support For Non-Profit Organization



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

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Solutions: Managed IT Support, CIO Consulting

EXECUTIVE SUMMARY

Bounce Children's Foundation®, a Chicago area not for profit organization, builds community for chronically ill children and their families because they believe every child deserves to be a kid, not just a patient. Their mission is to transform the lives of chronically ill children, and their families, shifting all from surviving to thriving. Launched in 2015, the organization is growing rapidly and envisions a day when it can support every family raising a chronically ill child across America.

As a startup during challenging economic times, the organization needed an IT provider who understood their requirements and was sensitive to their budgetary limitations. This is where Keith and Azure Horizons came in.

Keith originally met Bounce CEO, Joan M. Steltmann, when she was the Executive Director at Children's Starlight Foundation - Midwest. It didn't take long for her to be impressed with his IT expertise and passion for helping others. When Joan launched Bounce, there was no question she needed to reach out to Keith. Although she's not an "IT person" Joan spent 15 years as a Marketing Executive with tech giant IBM prior to joining the not-for-profit sector. As she likes to say, "I have just enough technology knowledge to be dangerous." This makes Joan and Keith a right fit team when planning and implementing technology strategies for Bounce.

CHALLENGE

Having big goals to deliver life changing support services for the littlest of patients, Joan knew she needed an IT infrastructure that included: ability to access critical files and data from the office and while on the road; an

enterprise class backup and disaster recovery solution; and someone to monitor and maintain everything, so that her team could stay focused on their core mission.

SOLUTION

Keith and the Azure Horizons team deliver a Managed IT Services solution including proactive 24/7 monitoring and maintenance of their technology systems and access to support if and when the need arises. Keith also advises Joan on all IT related hardware and software purchases and plays a key role in the strategic planning and direction of Bounce Children's Foundation technology infrastructure.

IMPACT

For Joan, the single biggest benefit that Keith brings to the organization is his technology knowledge and experience, his passion for client service, and his respect for the life-changing work Bounces does. Truly committed to Bounce's success, he always goes the extra mile and is proactive with their IT needs. Keith is constantly looking for and presenting new ways technology can support the Bounce mission.

According to Joan, in many ways, Keith has become a "Co-CIO". Her business expertise and his technology expertise combine allowing them to truly partner in leading Bounce's technology. A truly unique partnership indeed.

To learn more about the Cyber Security, Managed IT Support and Managed Security Services offered by Azure Horizons, Inc., please visit:

<https://www.azure-horizons.com>

To learn more about Bounce Children's Foundation, including how your family can participate and how you can support their mission, visit:

<https://www.BounceChildrensFoundation.org/>.