

Case Study:

Break/Fix Support For Non-Profit Children's School



The **Children's** School • K - 8



Azure Horizons, Inc.

Securing Your Digital Business I. T. ASSET5

Break/Fix Support For Non-Profit Children's School

Solutions: Break/Fix Network Support

EXECUTIVE SUMMARY

Founded in 2004 by Daniel P. Ryan, The Children's School's mission is to nurture students' innate curiosity and love of learning through democratic practice, emergent curriculum, and hands-on projects, helping students become lifelong problem-solvers and engaged citizens. This K-8 organization's philosophy pillars include:

- Progressive Education- to honor children's voices, to demonstrate the joy in learning, and to advance each student in their abilities and skills.
- Project-Based Learning- hands-on work and group collaboration nourish multiple learning styles, offering depth and breadth of understanding. Each project incorporates several academic emphases.
- Social Justice Focus- teaching equity, inclusion, and ensuring each person has access to resources they need to thrive within the community -- be it a school, town or nation.

It goes without saying that as a nonprofit educational institution, the operating budget is always tight, and resources are slim. When the organization recently moved locations and began to experience significant issues with their Wi-Fi network, it was a priority to identify the cause and remediate the problem to reduce the impact on their day to day operations.

While the school originally had a 3rd party provider who oversaw their technology systems, they became virtually non-responsive to the organization which led the Director of Administration, Pamela Freese, Ph.D., to seek out a new technology partner which is when Pamela contacted Keith at Azure Horizons, Inc. His quick response and ability to

decode 'geek speak' into terms that the average non-technical person can understand are just two of the reasons Pamela engaged with Keith and his team to identify and resolve their network issues.

CHALLENGE

The Children's School leverages technology as a vehicle to drive learning within the classroom. When network issues arose and it became urgent to resolve, it was apparent that their emergency issue was not a priority for their existing provider and that an immediate change needed to be made.

SOLUTION

Once on board, Keith and the Azure Horizons team was able to address their network issues and quickly fix them. Keith has also become a resource for the organization with respect to their overall technology platform and is called upon as needed to address any technical issues the staff or students might be experiencing.

IMPACT

For Pamela, the single biggest benefit that Keith brings to the organization is his quick response to any issue that may arise. This ensures that the problem is resolved, and her time is not taken away from her most important work which is delivering on the mission of the organization.

Pamela also appreciates that Keith is patient while she tries to explain the problems they are experiencing and can take those descriptions and know exactly what needs to be done to fix the issue. She says it's apparent Keith loves what he does and makes each client feel as if they are his one and only priority- something that was missing with their previous provider.

Finally, Pamela says Azure has proven to be budget friendly. She acknowledges that's critical for a nonprofit like theirs as they aim to be accessible to as many as possible by keeping the tuition low. In that way, Keith's work also supports our mission of the organization.

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 The Children's School, including enrollment and how you can support their mission, visit: <https://www.thechildrensschool.info/>