



## HMB HELPS A NON PROFIT SUPPORT END USER REQUESTS WITHIN BEST-PRACTICE TIMEFRAMES WITH A RENEWED INFRASTRUCTURE.

A modernized tech stack, restructured IT operations, and new processes helped our customer experience the true value of a well run IT department.

### The Challenge:

Our customer 600+ employees were experiencing significant network and technical support issues because their current IT operations could no longer support the growing organization. Aging infrastructure, poor processes and skill gaps were at the root of their technology challenges.

Our client's technology issues seemed so insurmountable that they didn't even know where to begin.

### The Client

Our customer is a nonprofit human services agency with extensive experience providing highly effective treatment programs.

### The Solution:

HMB's infrastructure team provided an assessment of their environment to help capture our customer's leadership's needs and measure it against the reality of their technology environments. This assessment help very thoroughly outline and prioritize their issues and provide a path to where they wanted to go.

Our customer worked with HMB's infrastructure consultants to right-size their IT operations, institute system best practices and modernize their tech stack. We migrated their team from Gmail to Office 365 (O365). Our infrastructure lead started running their IT department for a brief time to help make tactical changes to their operations and technology infrastructure.

HMB's leadership has also guided our customer's technology decisions through acquisitions and integrating complex applications throughout their business.

### The Results:

- 90% of what we identified in the assessment has been remedied
- Our customer can now support end user requests within best-practice timeframes
- Downtime has been considerably reduced and overall office productivity has improved