

Industry: Human Services Nonprofit

Services: Managed IT Services, Cybersecurity Services

From Reactive IT Surprises to Proactive Planning for a Mission-Driven Nonprofit

Technology Advisory Group (TAG) helped a domestic violence nonprofit gain IT visibility, budget clarity, and stronger security planning.

Executive Summary

A domestic violence services nonprofit with 40 users, 25 PCs, and four locations was operating with reactive, break-fix IT support, limited visibility, and unpredictable costs. TAG introduced proactive managed IT, regular assessments, quarterly planning, and prioritized security guidance to help leadership plan ahead and reduce surprises.

Challenges

- Break-fix IT support forced the nonprofit to address technology issues only after problems appeared.
- Billable reactive support discouraged users from reporting small issues before they became disruptive.
- An inaccurate inventory limited visibility into assets, replacement needs, and security priorities.
- Unplanned end-of-life replacements created budget strain and forced fundraising for surprise expenses.
- Leadership lacked confidence in the security posture protecting sensitive client information.

Solutions

- A proactive managed IT model made support easier to access and reduced reliance on emergency fixes.
- A recurring assessment process improved visibility into PCs, users, locations, and security needs.
- A practical IT roadmap helped leadership anticipate replacements and plan future technology investments.
- Budget planning support aligned IT priorities with nonprofit funding realities and grant timing.
- Executive-level IT reviews kept leaders informed without requiring them to manage technical details.

TAG's Approach:

Key Actions:

- TAG replaced break-fix support with included reactive support available to all users across the organization.
- The team performed regular assessments to uncover risks, asset gaps, and upcoming technology needs.
- Quarterly meetings gave leadership a clear view of findings, priorities, roadmap items, and budget needs.
- TAG helped separate need-to-have initiatives from nice-to-have improvements for smarter funding decisions.
- When grant funding was approved, TAG implemented a security service with a structured three-year term.

Results

- Leadership gained clearer visibility into current IT assets, upcoming needs, and priority risks.
- The nonprofit moved from surprise technology spending toward more predictable budget planning.
- Users could seek support more readily because reactive assistance was included for all staff.
- Security improvements became easier to plan, fund, and implement when resources became available.
- The organization gained a more strategic IT partner while staying focused on its mission.

Plan IT Before Problems Escalate

Build a proactive roadmap that helps your organization control costs, reduce risk, and focus on its mission.

[Get Help Now](#)