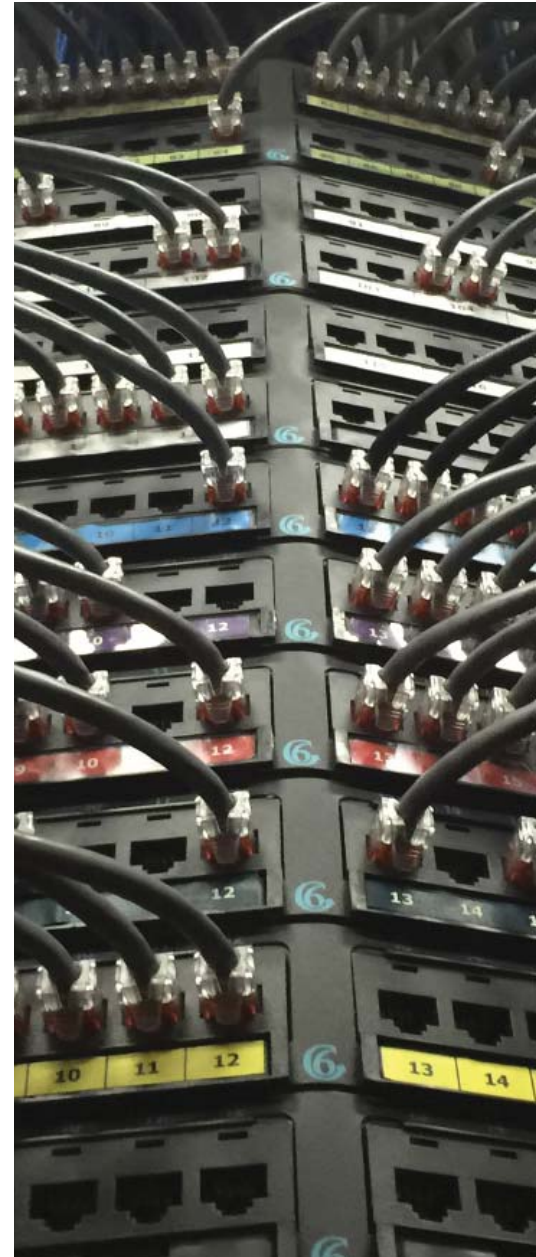


Helping an NYC Non-Profit Organization Operate More Efficiently



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This client had been using their own internal staff as an IT department. There was an ineffective system of checks and balances in place due to their lack of knowledge.

CRA proposed our Manage360 solution, as well as an infrastructure overhaul to ensure stability, uptime, and network resiliency. While awaiting final approval of the contract, a vital switch port on the client's network failed.

This failure brought the entire network down for two days. During this time, CRA technicians had to physically trace all connections and document all cross-connects between switches and servers. We were able to identify the problem, correct it, and properly document all connectivity for future reference.

Time and time again, all businesses attempt to find cost-savings in IT without understanding the consequences of their decisions.

Ultimately, the client secured a contract with CRA. This client was able to realize a 40% savings over previous year's IT budget, while having their infrastructure completely overhauled (utilizing a 12-Month NO-Interest Payment Plan) and seeing a 75% drop in ticket volume, the resultant savings in productivity produced being even more attractive to their Executive Director and Board of Directors.

40%
SAVINGS YEAR
OVER YEAR ON
IT BUDGET

75%
DROP
TICKET
VOLUME

68%
INCREASE IN
SERVICE LEVEL AND
RESPONSE TIME