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Strategic IT Overhaul: How Auxis Transformed a Nonprofit Client's Global IT Landscape

Client Profile

The client is a globally renowned nonprofit organization whose positive impact spans across the Americas, Europe, Asia, and Africa.

With a mission centered on providing affordable housing solutions, the client engages in diverse programs, including home construction, neighborhood revitalization, disaster response, and financial education.

Through these initiatives, the client addresses the multifaceted challenges of homelessness and poverty, offering not just shelter but the tools for sustainable living. With decades of experience and tireless dedication, the client continues to be a beacon of hope, empowering communities to build better futures.

Business Challenge
Nonprofit Organization in Need of Technology Solutions

Many nonprofit organizations have unique needs and challenges and require a managed service provider with comprehensive support and the expertise to tailor solutions. The nonprofit client was seeking a new partner to assist with their **service desk, technology infrastructure, security, and monitoring.** They were facing multiple issues with their previous Managed Service Provider (MSP), including lack of **personalization, attention to detail, effective communication, and management support.**

This led to a host of challenges:

> The service desk displayed a lack of flexibility in handling support requests, as well as non-responsiveness to the client's specific needs, led to delays in resolving service tickets, and diminished user satisfaction.

> **The client's infrastructure, predominantly based on Azure, demanded a provider with not only technical expertise but also the ability to manage and optimize the technology effectively.**

> The complexity of **managing a global IT infrastructure across various regions and time zones** compounded the challenges, requiring a comprehensive and streamlined approach.

The decision to transition to a new MSP was not just due to the limitations of the existing provider but also **to proactively seek cloud solutions to enhance client satisfaction and address the unique requirements of worldwide monitoring and Azure managed services.**

The client recognized the need for a partner capable of aligning with its mission while providing **personalized, efficient, and responsive managed IT services to ensure seamless global operations.** In response to these challenges, the client strategically chose Auxis as its new MSP, marking the beginning of a collaborative journey to transform IT support and fortify the organization's capabilities in delivering impactful programs worldwide

Solution & Approach
Building a Technology Strategy and Transformation Roadmap

Auxis addressed IT support challenges with a **strategic plan to improve efficiency, enhance communication, and provide a seamless experience.** Each facet of the solution was designed to align with the client's unique needs and foster a true partnership.

Auxis initiated the transformation journey with an in-depth initial assessment, involving extensive collaboration with key users and stakeholders to gain insights into the organization's specific pain points and expectations. This provided a comprehensive understanding of the client's operational landscape, aiding Auxis in establishing a strategic roadmap for the following steps:

Expanding contact methods

Recognizing the importance of **diversified communication channels,** Auxis introduced a variety of contact methods; integrating email, Microsoft Teams chat, and phone calls to augment the contact center experience.

Global infrastructure monitoring

Auxis implemented LogicMonitor, a robust infrastructure monitoring tool, granting real-time access to the client's global IT landscape. This integration was pivotal in **proactively detecting and responding as issues arise, ultimately minimizing downtime** and ensuring the uninterrupted flow of operations.

Continuous improvements and streamlined onboarding

Recognizing the critical role of the staff in the service delivery chain, Auxis focused on continuous improvements. Auxis **streamlined the new hire process, optimizing staff augmentation for more efficient and effective onboarding** of team members.

Effective comunication and service level review

To establish a practice of effective and constant communication, Auxis incorporated regular weekly and monthly Service Level Review (SLR) sessions. This framework's goal was to **foster a collaborative approach to address emerging issues quickly.**

Results

Improved infrastructure with 95% customer satisfaction rates

The implementation of Auxis' proposals led to a profound transformation in the client's IT support landscape.

1. Improved infrastructure led to 95% customer satisfaction

> **Real-time dashboards provided the client's Information Technology team with immediate insights into network performance** to monitor and address issues promptly.

> The improved technological upgrades enhanced the overall IT team experience, streamlining infrastructure and security tasks.

> The regular meetings instituted by Auxis contributed to **98% adherence to Service Level Agreements (SLAs) and a 95% customer satisfaction rate.**

2. Flexibility and customization for end-user support

> Auxis demonstrated exceptional adaptability, tailoring solutions to the client's specific needs. The introduction of diverse communication channels through a self-service portal showcased a **commitment to versatility and responsiveness.**

> This expansion not only provided greater flexibility for staff and volunteers but also ensured that **communication was tailored to individual preferences,** fostering a more dynamic and responsive support environment.

> Auxis' strategic enhancements ensured that the client's support team was well-equipped to handle their responsibilities, **reducing the time and effort required to integrate new members into the workflow.**

> Auxis continues to make constant improvements; including a recently delivered Teams Chat version 2 that includes more automation and more self-service processes. A future launch will include AI integration for efficiency and automation.

3. 75% incident resolution in less than 24 hours

> One of the most significant outcomes of Auxis' partnership was the **substantial reduction in ticket volumes.** In addition, Auxis reduced the resolution times, improving client experience, and **resolving 75% of all incidents in less than 24 hours.**

> This reduction allowed **allocation of resources more effectively,** enabling the client's proactive support team to focus on strategic initiatives and business improvement rather than being overwhelmed by routine and often repetitive support issues.

4. Preventing potential outages & 100% success meeting outage resolution goals

> The real-time monitoring through LogicMonitor allowed for the **early detection of issues, facilitating quick resolution and minimizing downtime.**

> **100% success meeting SLAs for rapid resolution goals across 47 outages in 2023.**

> The worldwide monitoring system became an invaluable component, offering the client a **comprehensive overview of their IT infrastructure's health and facilitating prompt intervention when necessary.**

> The ability to address potential outages before they impacted operations underscored the effectiveness of Auxis' solutions, providing the client with a **reliable and robust IT infrastructure that operated seamlessly across the globe.**

Auxis' multifaceted approach addressed not only the immediate challenges faced by the client but also laid the groundwork for sustained success. The combination of diversified contact methods, advanced infrastructure monitoring, streamlined onboarding, and effective communication mechanisms has propelled the organization towards a more efficient and responsive IT support model.

This collaborative journey reflects **Auxis' commitment to providing tailored solutions that go beyond addressing challenges to actively enhancing the overall operational landscape** for its partners.

The client not only renewed its contract but is also looking to **expand the partnership to include additional services.** This is a testament to the success of Auxis in not only meeting but exceeding the client's evolving needs and also signifies the client's recognition of Auxis as a trusted service provider.