



## CUSTOMER PROFILE

- Not-for-profit focused on employment assistance
- Serving 200+ developmentally disabled clients
- Aging hardware donated by partners



### ① THE CUSTOMER

Connect Employment Services is a not-for-profit employment service for adults with intellectual disabilities. Like many grass-roots organizations, Connect Employment relied on friends and supporters to help sort out its IT issues. But after 10 years, the burgeoning not-for-profit had outgrown the status quo.

### ② THE CHALLENGES

Connect Employment was a growing organization that needed the ability to quickly adapt as its business changed. It not only needed improved hardware and software but also help in dealing with an unfortunately common and challenging problem; Internet malware and viruses.

“Our networking, IT systems, and database needed to be more efficient,” explains Krista Bissett, Connect’s Executive Director. “We wanted to be more tech savvy, but we knew this was something we couldn’t do by ourselves.”

In its early days, Connect Employment occasionally encountered another type of productivity roadblock. “Some of our equipment was donated to us by our supporters,” says Bissett. “This really helped out in the beginning, but the equipment was often outdated and/or prone to breakdown. This resulted in time spent troubleshooting computer problems.”

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### ③ THE SOLUTION

To help keep Connect Employment’s network, systems, and database modernized, Prophet provided a plan of hardware standards to increase equipment reliability. If donated equipment was going to be used in the office, it would have to meet a set of criteria. The plan reduced the number of IT support calls and allowed Connect’s staff to focus on what they do best; being employment professionals.

On the software side, Connect Employment also benefitted by acquiring more modern and reliable hardware and software. Both parties learned about a non-profit named TechSoup that offered discounted software for other non-profits and charities.

This connection allowed Connect to acquire high-performance programs such as Microsoft Visio, Acrobat XPRO, and Adobe InDesign at a greatly reduced cost. Prophet’s onsite installation of Microsoft Exchange Server also gave it a much more secure environment for employee email.

### ④ THE RESULTS

In many instances, IT Support is quickly handled by Prophet’s IT Support team from their desks. Once Prophet’s support staff gets permission to log on to Connect’s server, the vast majority of issues are quickly resolved over the Internet. The staff enjoys the quick response, problem resolution, and reduced system downtime when an onsite visit is not required.

“We like Prophet’s personal touch. They’re responsive and we’ve known its key people for over a decade now”, says Bissett. “Technology is constantly changing and we like that Prophet’s expertise keeps up with the times. When the time comes to consider an upgrade to our network, I really appreciate that Prophet always offers us a range of options. Prophet does its homework and helps us decide what we ultimately need. This helps us immensely with our financial decisions and gives our Board of Directors options as well.”