



Let Us Handle IT

A Nonprofit Case Study

About Us

TrueCore Technology was founded in 2016 by two brothers who aimed to revolutionize the way small businesses interact with technology providers. With a wealth of experience in the industry, they witnessed the challenges faced by businesses affording and implementing quality technical solutions. Inspired by this, the brothers set out on a mission to help businesses fully utilize technology.

Our Mission is to create enterprise-level solutions that are accessible and affordable for all businesses regardless of size.

- ✓ Empowering small businesses with affordable technology solutions, enabling them to compete in today's digital market
- ✓ Understanding the specific need of each client, tailoring our solutions to provide maximum business value
- ✓ Delivering high-quality and cost-effective technology solutions driving growth, efficiency, and overall client success.

At Truecore Technology, core values drive our commitment to creating value for our customers through accessible and affordable enterprise-level solutions. We conduct our business with integrity, ensuring reliable and responsive service, and continuously strive to exceed expectations, delivering exceptional results that propel our clients' success.

Overview

A nonprofit community outreach organization faced IT management challenges due to an unreliable previous provider, outdated software, and security vulnerabilities. TrueCore enabled the organization to enhance operational efficiency, strengthen data security, and fully concentrate on their mission of serving underserved populations and making a positive impact in the community.



Employee Count

The nonprofit organization employs a dedicated team of 30 staff who are passionate about the organization's mission and actively contribute to its success.



Annual Budget

The organization operates with an annual budget of \$300,000, allocated towards supporting various community outreach programs and initiatives.



Service Reach

The nonprofit directly serves an average of 3,500 individuals annually, focusing on meeting the needs of underserved populations and making a positive impact in the community.

The Problems

These challenges below necessitated the search for a more reliable and cost-effective IT service provider that could better address their specific needs and ensure the smooth functioning of their IT infrastructure.

1

Unreliable IT Providers

False promises from their previous IT provider resulted in an unreliable service. Projects and expectations were not managed appropriately.

2

Increasing Costs for IT Management

Rising costs for IT management hindered the nonprofit organization's ability to allocate resources to critical areas of their organization.

3

Lack of Efficient IT Support

The previous IT provider had limited availability and was not responsive to their needs. This affected their productivity and ability to address IT issues promptly.

Results

The nonprofit community outreach organization expressed high satisfaction with the implementation of TrueCore Technology's Silver Bundled Package, as it provided them with a reliable and comprehensive IT management solution that addressed their previous challenges.

The organization reported a significant increase in efficiency, with a 40% reduction in IT-related downtime and a 57% increase in response time for IT support requests, resulting in improved productivity and smoother operations.



40%

Less Downtime



57%

Faster Responses

"TrueCore's Silver Bundled Package revolutionized our IT management, providing us with a dedicated account manager, proactive monitoring, robust security measures, reliable backups, and prompt support, which allowed us to focus on our mission with peace of mind." - Lisa McClelland, Service Director at Heaven's Helpers



"Helping businesses creatively solve their IT challenges has been a passion of mine for many years. I'm excited to earn your business and demonstrate the True difference. "

Tyler Shobe
Managing Director at TrueCore

Our Solution

TrueCore Technology provided a comprehensive IT management solution, the Silver Bundled Package, to a nonprofit community outreach organization. The package included services such as a dedicated account manager, 24/7 endpoint monitoring, dark web monitoring, onboarding security audit, on-premise VPN/firewall, managed server local backups, managed workstation cloud-based backups, and help desk support.

This bundled solution addressed the organization's pain points by improving IT management, identifying and addressing security vulnerabilities, and ensuring data protection.

Key Take Away

The nonprofit was able to focus on its core mission while TrueCore Technology handled its IT needs.

Future Plans

Our vision revolves around expanding our service portfolio to meet the evolving needs of our clients. In addition, we aim to establish strategic partnerships with leading technology vendors to enhance our service capabilities and provide comprehensive solutions. Finally, we focus on developing expanding or expertise in niche areas to provide the best recommendations for our clients.

- ✓ Stay Cutting Edge: Proactively embrace emerging technologies and trends to ensure our clients benefit from the latest innovations and maintain a competitive edge.
- ✓ Foster Innovation: Continually drive innovation to deliver unique and transformative technology solutions.
- ✓ Ensure Client Success: Prioritize client satisfaction by understanding their needs and exceeding expectations



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