



INFORMATION TECHNOLOGY SERVICES

OVERVIEW

Together we
can access
expertise,
talent, and
leverage
resources to
achieve quality
none of us
could achieve
on our own.

COLLABORATIVE NONPROFIT INFORMATION TECHNOLOGY

SOLUTIONS THAT LOWER THE TECHNOLOGY "HEADACHES"

MACC CommonWealth's information technology offering provides the region's best bargain in managed technology for nonprofits. We'll keep your technology working and your team productive so you can focus on your mission - not your hardware.

We make it economical for nonprofits of all sizes to enjoy the benefits of enterprise-level information technology, as we deliver uncompromised availability, reliability, security and scalability. For an organization with complex IT needs, we can lower the total cost of technology ownership.

MOBILITY, EXPERTISE, AND HIGH QUALITY TECHNOLOGY AT YOUR FINGERTIPS

We combine the access and mobility benefits of cloud-based computing with the power and stability of desktops and networks to give you the best of both worlds.

We support your organization with a broad team of expert technology specialists—who have earned Microsoft's, Cisco's and Citrix's most advanced certifications—who will manage your environment 7 days a week, 24 hours per day.

We provide you with the security, power and reliability of our state-of-the-art, redundant data centers.

STRAIGHT FORWARD PRICING

Our competitive procurement process and volume purchasing power makes the dream affordable by combining the cost of our team, our resources, and our tools into a single monthly fee.

WHY ENLIST OUR SUPPORT FOR YOUR INFORMATION TECHNOLOGY?

LEVERAGE OUR KNOWLEDGE AND CAPACITY TO MANAGE TECHNOLOGY

The CommonWealth has the expertise and resources to oversee the technology contract we maintain with a third-party vendor on your behalf. We work to ensure the technology vendor is upholding service standards and working with you to solve your biggest technology challenges.

COMPREHENSIVE TECHNOLOGY SERVICES

Our information technology services are an ideal fit for organizations with multiple locations and complex IT needs. Our information technology services include complete support for your technology infrastructure (networks, desktops and telecom). Our secure, fully-equipped data center provides a full-range of technology solutions for:

- Management of technology infrastructure
- Help desk
- Voice-over-IP (VOIP) telephony
- Local-area and wide-area networking
- Comprehensive technology solutions including:
 - ◇ Complete management of your technology infrastructure by industry-leading network engineers
 - ◇ Hosting of all servers in our secure, state-of-the-art data center
 - ◇ Comprehensive security, from our data center down to every desktop device
 - ◇ Twenty-four-hour per day monitoring of servers and networks
 - ◇ “Thin Client” computing solutions that lower your cost for desktop devices
 - ◇ Flexible and secure remote access solutions
 - ◇ Professionally staffed help desk, open from 7 am to 7 pm every business day of the year
 - ◇ Wide-area networking and Internet access with full integration of data and voice services
 - ◇ Managed voice-over-IP (VOIP) telephony
 - ◇ Advanced document management services
 - ◇ Unparalleled client data management software

TECHNOLOGY RELIEF THAT NONPROFITS NEED

- No need to hire or contract for technical professionals
- No need to own, manage or replace servers and other expensive centralized equipment
- No need to own or manage a telephone switch or voice-mail server
- No barriers to access—we provide access wherever your staff operate today and may operate tomorrow - your building, a partner agency’s location, a home, or a hotel room