

CASE STUDY - Nonprofit Services

How a Nonprofit Reclaimed Its Mission With Secure, Expertly Managed IT

Meals on Wheels NEI traded IT uncertainty for peace of mind and a renewed focus on serving its community.



Executive Summary

A mission-driven nonprofit was carrying the burden of managing its own IT, pulling focus and resources away from serving its community while raising concerns about security and reliability. By partnering with InterDev for managed IT services, the organization gained a secure, reliable, and expertly managed infrastructure, freeing leadership to concentrate fully on its core mission with lasting peace of mind.

InterDev’s Approach

Key Actions

- Engaged as a dedicated, relationship-based IT partner rather than a one-off project provider.
- Assumed full responsibility for ongoing management of the organization's IT infrastructure.
- Assessed the environment to prioritize security, reliability, and stability improvements.
- Established continuous expert oversight to remove the IT burden from internal staff.

Solutions

- Delivered a fully managed IT model providing a secure, reliable, professionally run infrastructure.
- Transferred day-to-day IT operational burden away from the nonprofit and onto expert hands.
- Implemented ongoing management practices that reduced operational distraction and risk.

Challenges

- Internal IT responsibilities pulled staff focus away from the organization's core community-service mission.
- Ongoing uncertainty around IT stability created worry and a lack of peace of mind for leadership.
- Concerns about the security of critical infrastructure exposed the nonprofit to avoidable operational risk.
- Questions around system reliability and uptime threatened consistent day-to-day operations.
- Limited internal capacity for expert IT management left the organization stretched beyond its strengths.

Results

- Leadership gained invaluable peace of mind knowing IT is in expert, dependable hands.
- IT infrastructure is now secure, reliable, and expertly managed on an ongoing basis.
- Staff can refocus energy on the core mission of serving the community rather than IT concerns.
- Reduced operational distraction and risk increased overall confidence in technology.

“Partnering with InterDev has provided invaluable peace of mind. Meals on Wheels NEI can now concentrate on what we do best, serving our community, knowing our IT infrastructure is secure, reliable, and expertly managed.”

Tricia Mullin, Executive Director at Meals on Wheels Northeastern Illinois

Refocus On Your Mission Today

Let InterDev secure and manage your IT so your team can concentrate on what matters most.

Schedule an Assessment

