



# Case Study

from Standard Office Systems

**“We now have full confidence that SOS’ 24x7 security monitoring solution will keep our networking infrastructure from unauthorized access and improper disclosure, thereby creating a secure platform for our users’ private and medical information and donor information.”**

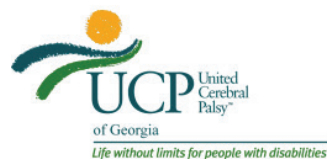
— Associate Executive Director of Operations  
United Cerebral Palsy of Georgia

**CUSTOMER:**  
United Cerebral Palsy  
of Georgia

Atlanta, GA

## **PROFILE:**

United Cerebral Palsy of Georgia (UCP) was founded in 1965 by a group of concerned citizens seeking to establish community based supports to address the needs of children and adults with cerebral palsy. Since that time, UCP of Georgia has grown into a comprehensive service organization offering a wide range of supports for people living with many intellectual disabilities, including cerebral palsy, autism spectrum disorder, Down Syndrome, spina bifida, traumatic brain injury, physical and intellectual disabilities, and more. Their tagline sums up their philosophy perfectly: Life Without Limits for People with Disabilities.



## **Challenge**

Non-profit organizations have always prioritized the needs of others before their individual needs, or even those of their organizations. Their mission is to devote time and resources to offer services that improve the lives of individuals, families, organizations, and communities. Technology integration in the non-profit sector provides an enhanced method for improving the quality of their services and making their jobs more effective. Today, non-profits have the ability to implement technology innovations progressively, in order to improve service delivery, fundraising methods, and out-reach tactics.

UCP was experiencing less-than-reliable technical support from its earlier managed service provider and was also having performance issues from its cloud-based servers. After working with their former managed service provider to correct these issues, UCP leadership decided it was time to make a change in its technical support services. Ultimately, Standard Office Systems (SOS) was chosen to provide timely, reliable managed services to UCP and its many offices and 150+ users.

## Action

SOS' Technical Team engineered a more reliable hosted-server solution by moving UCP servers to a more robust data center platform. This increased server performance for all users and improved morale across the board. Next, SOS Engineers reconnected with all UCP offices and office managers to ensure all users that technical support was consistently available and fast, again increasing the general feeling about IT across the company.

- SOS Engineers moved UCP's infrastructure from one cloud to another private cloud with seamless interruptions
- SOS gained confidence from the UCP Community by making it easier to get support for users at all ends of the technology spectrum
- SOS tightened UCP's network security measures to make sure that all confidential client and donor data was safe from outside threats

## Result

Standard Office Systems' solutions for UCP have changed the culture of the organization for the better. Users are now getting timely support for their PC issues, and server problems have become nearly obsolete with the move to a more reliable data center. Tyrone Zimmerman of UCP commented on the work that SOS has done by saying, "SOS is a true partner of UCP. They didn't cookie-cutter our solution but accessed what was hurting us and provided systematic steps that have increased our productivity and our confidence in our IT provider one hundred percent. We couldn't be happier with SOS." During the transition from the previous provider, UCP also encountered an all too common problem in the IT Services industry – their data was held hostage. The previous provider refused to cooperate in the transition, delaying the process at every turn while still billing for the full amount contracted. After months of stressful back and forth, SOS management began preparing legal recourse for UCP. The result was the removal of the previous vendor without further financial hardship, allowing UCP to continue to utilize its critical budget for the benefit of its charitable endeavors.



"The SOS team treats all of our employees and end users as equals, no matter what his or her disability is, and that finally makes everyone feel comfortable calling the help desk for support whenever we need it."

— Senior Administrator  
United Cerebral Palsy  
of Georgia