



● Technology Consulting  
& Network Management  
for Associations & Nonprofits

delcor®

MCSE, CCSA, PMP, COMPTIA A+, VCP, ITIL, MTA,  
COMPTIA NETWORK+, CAE, MCSE, SEO SPECIALI  
CAE, COMPTIA CLOUD+, INNOVATION BLACK BELT  
MCSA, MCITP, INBOUND CERTIFIED, CERTIFIED E  
COMPTIA SECURITY+, SEO SPECIALIZATION, ITIL  
CERTIFIED ETHICAL HACKER, AWS SOLUTIONS A  
MS SPECIALISTS, CCNA, COMPTIA CLOUD+, VCP,  
CONTENT STRATEGY CERTIFICATION, INBOUND  
INNOVATION BLACK BELT, SEO SPECIALIZATION,  
INBOUND CERTIFIED, SIX SIGMA GREEN BELT, SE  
CAE, PMP, COMPTIA A+, MTA, VCP, MS SPECIALIS  
MCSE, DELCOR, AWS SOLUTIONS ARCHITECT, MO  
PHR, CONTENT STRATEGY CERTIFICATION, ITIL



# YOUR MISSION IS OUR MISSION



We don't take that statement lightly. Our holistic approach to technology—based on our own experience as association executives, hundreds of client engagements, and our IT Maturity Model—is designed with you, your mission, and your goals in mind. You embrace your 'why,' working tirelessly to bring your mission to life. Technology helps you get there—that's where DelCor comes in. Our approach is simple, but our impact is profound. We measure how well your organization leverages technology to advance your cause and help you chart a path to progress—bringing your technology strategies and systems into alignment with your vision, mission, and objectives.

# TECHNOLOGY CONSULTING

You want a technology partner who understands what drives you and knows what you go through every day. The DelCor team gets it—our consultants have been in your shoes. We offer realistic, expert advice to advance your mission, vision, and goals.



## TECHNOLOGY ASSESSMENT

IT Maturity, AMS, Network,  
Social Media

Do you ever wonder if your organization is using its technology resources wisely? We use our IT Maturity Model as a framework to analyze how well technology supports your entire organization. Our consultants help you uncover whether technology is supporting—or limiting—your organization's productivity, growth, and ability to accomplish your mission and goals. From systems to staffing, policies to procedures, we examine every aspect of your IT strategy and infrastructure to ensure technology is working for you and your members.



## DIGITAL STRATEGY

Website, Mobile, Content, Social  
Media, Online Community,  
Website Usability

A digital strategy goes beyond your online presence. It's a decision-making process that aligns your organization's technologies with its mission, vision, and business objectives—maximizing the effectiveness of digital initiatives and preparing for digital transformation. Our consultants help associations and nonprofits build integrated, actionable, future-oriented digital strategies that take advantage of the changes in digital technologies—providing constituents with a meaningful, seamless experience.



LEARN ABOUT DELCOR'S CONSULTING:  
[delcor.com/technology-consulting](https://delcor.com/technology-consulting)



## SYSTEM SELECTION & PROJECT MANAGEMENT

Requirements Analysis, RFP Development, Contract Negotiation

You rely on your AMS and other mission-critical systems to achieve your mission and vision. Like any business, you periodically review those systems to ensure they're performing optimally. Those assessments, audits, selections, and implementations are big projects. Managing such projects demands 50-100% of a person's time. When most staff already have a full plate, where does that time come from? With our help, your organization can free up internal resources, while minimizing the risks of going off schedule or over budget.



## CIO AS A SERVICE

Turnaround, Interim, Outsourced

Every organization, regardless of size, needs someone who sees how technology can help fulfill the mission and business goals. Our CIO consultants help you realize the full benefits of your technology. We work to not only ensure the lights are on, but also to uncover new insights and provide increased value to your constituents. A DelCor CIO helps your organization plan for future initiatives, create and work within a sensible budget, select the right staff for IT positions, and prepare for digital transformation.

# NETWORK MANAGEMENT

When you're ready to shift focus from operations to strategy, you want a proven, trusted partner—you want DelCor. We help organizations leverage technology with a strategic perspective and plan, moving your capabilities beyond using technology merely to support operational functions.



## MANAGED SERVICES

Managed IT, Policies & Procedures, Disaster Recovery & Business Continuity

Your network is the backbone of your organization. It needs to perform flawlessly so you can serve your mission without interruption and your staff is empowered to achieve progress. DelCor's consultants help you optimize this critical resource to make sure your staff has the tools and support they need to effectively serve your constituents and achieve your organization's goals. Our customizable managed services plans are designed to provide your organization with the precise support you need and expect.



## CLOUD MIGRATION & HOSTING

Private, Public, Hybrid, AWS, Azure, O365

We know from experience working with hundreds of associations and nonprofits that moving to a new data environment can be daunting. From single server hosting to fully hosted networks, DelCor has a track record of building the flexible and reliable infrastructure you need to support your organization now and into the future. When you're considering hosting options, from public to private, you can rely on DelCor consultants' association expertise and commitment to customer service to select, secure, and support your hosting solution.



LEARN ABOUT DELCOR'S NETWORK SERVICES:  
[delcor.com/network-management](https://delcor.com/network-management)



## CYBERSECURITY ASSESSMENT

Monitoring, Backup, Support,  
Perimeter Security Tools

Associations and nonprofits are not immune to threats like phishing and ransomware. Identifying and closing potential cybersecurity gaps keeps your organization safe from hackers, viruses, human error, and unforeseen events. DelCor consultants specialize in mitigating such risks to your network and maximizing your cybersecurity strategy, incorporating hardware, software, and human elements to create a barrier against cybercrime. Our consultants maintain industry-standard certifications—keeping command of the best practices needed to ensure your network's security.



## 24/7 TECHNICAL SUPPORT

On Site, Remote, Help Desk

When you partner with DelCor for IT support, you get an experienced team of professionals with a can-do attitude. Our consultants deliver old-fashioned customer service, even when working on the latest technologies. With dozens of credentials and ongoing professional development, our Network Systems & Support team have the technology expertise and personal rapport to solve almost any IT issue and put your staff on the path to progress. We're here to help — and delighted to talk through challenging issues you may be experiencing.

# OUR PARTNERSHIP WITH ASSOCIATIONS

The DelCor team is right at home in the association and nonprofit community. Nothing represents that more than our partnership with ASAE and the ASAE Foundation. From the Technology Conference to the Tech Success Study, DelCor is dedicated to advancing association technology.



## AWARD-WINNING LEADERSHIP

Loretta Monterastelli DeLuca, DelCor's founder and CEO, received ASAE's Academy of Leaders Award in 2015 for exemplary support of ASAE and the association community. Subsequently, she was named TRENDS 2017 Association Partner of the Year. As a charter member of ASAE's Technology Section, a former member of ASAE's Board of Directors, a regular speaker, an ASAE fellow, and so much more, Loretta has demonstrated ongoing commitment to the association community.

## Other Awards

ASAE All-Star Award for Excellence in Customer Relationship Management, AWE Workplace Excellence Seal of Approval, Corp America Best Technology Consultancy NPO & Award for Excellence in Network Management Services – East USA, CRN Managed Service Provider 500, DC's Top Association Tech Gurus, Montgomery County Bronze Award for Innovative Waste Reduction & Recycling, The Channel Co. Top Midmarket IT Executives



LEARN ABOUT OUR TEAM'S CONTRIBUTIONS:  
[delcor.com/asae](http://delcor.com/asae)

## ASAE ALLIANCE PARTNER

In recognition of our commitment to associations and our long-time support of ASAE, DelCor signed on as an ASAE Alliance Partner in 2014, kicking off our 30th anniversary year. Through this partnership, we strive to build even deeper connections with our association friends to understand how technology is impacting the business of associations and, ultimately, helping them to advance their mission.

## ASAE LEADERSHIP

Many of us contribute our time and talents as volunteer leaders and speakers. You'll regularly find us participating in sessions at ASAE conferences and events, as well as furthering the power of associations in service on ASAE councils and committees. From professional development to technology (of course!) and many things in between, our people love to contribute to the association community they call home.

## ASAE FOUNDATION TECH SUCCESS STUDY

In an effort to understand the technology questions and challenges associations face, and to help associations make informed, strategic decisions, DelCor partnered with the ASAE Foundation and Rockbridge Associates to research what drives technology success and how associations and their members leverage technology. The project culminated in a tool for assessing IT maturity and technology readiness among associations.

# OUR APPROACH

Technology helps you bring your mission to life—that's where DelCor comes in. We measure how well your organization leverages technology to advance your cause and help you chart a path to progress—bringing your technology into alignment with your mission and goals.



## IT MATURITY MODEL

With the strategic and integrated approach to technology that our ITMM provides, your organization benefits from technology that's aligned with your mission. Our ITMM examines four key areas of technology—data, digital, infrastructure, and management—measuring how effectively your systems, people, and processes work together to support your progress. The results provide a framework for making decisions about priorities and resources to move your organization's mission and vision forward.



## TECHNICAL EXPERTISE

DelCor is committed to advancing the discipline of association and nonprofit technology. Our team has a wide variety of skills and experience — insider knowledge of association and nonprofit management gained through previous roles as association executives, volunteer leadership positions, and hundreds of client engagements in addition to certified technical chops. We invest in professional development and maintain industry-standard certifications to keep our skills sharp—and further our commitment to exceeding your expectations.



DOWNLOAD YOUR FREE WHITEPAPER:  
[delcor.com/maturity](https://delcor.com/maturity)



## MARKET INTELLIGENCE

Our approach is informed by hundreds of engagements with organizations around the globe and our own personal experiences as association executives. But when you choose DelCor as your technology partner, we focus specifically on what's unique about your organization to provide personalized support, develop an IT strategy that advances your mission, and recommend solutions that best match your needs. Our clients deeply value our technical expertise and knowledge about vendors, as well as our independence.



## ASSOCIATION & NONPROFIT ACUMEN

With 200 years of combined experience as association executives, our consultants are adept at the business of associations. Time and again, our leadership has been recognized for their commitment to the association community and led the way on initiatives such as IT maturity. DelCor consultants are frequently asked to speak at industry conferences and other educational events. We're lifelong learners, always expanding our skillset and eager to share our experiences, advice, and ideas—and hear yours.

# OUR PEOPLE

DelCorians (as we like to call ourselves) are real, approachable, service-oriented people who geek out about association and nonprofit technology and the causes that mission-driven organizations champion. We're committed to this community, having amassed two centuries of combined experience as association executives ourselves—along with a few CAEs, PMPs, MCSEs, and other meaningful acronyms.

We're a team that works and plays well together. When you choose to partner with DelCor, our entire team has your back. Collaboration is baked into our culture. We are constantly learning, sharing, and innovating together—contributing to the community through charity work, volunteer leadership, and speaking engagements.





GET TO KNOW THE DELCORIANS:  
[delcor.com/team](http://delcor.com/team)



**LORETTA MONTERASTELLI DELUCA, FASAE, FOUNDER & CEO**

ASAE 2015 Academy of Leaders Award honoree. TRENDS 2017 Association Partner of the Year. ASAE Fellow. Served on ASAE's Board of Directors.



**DAVID A. CORIALE, PRESIDENT**

Author of DelCor's IT Maturity Model for Associations & Nonprofits. Adjunct professor of requirements analysis. Former chair of ASAE's Technology Council.



**BRIAN P. SHEEHAN, VICE PRESIDENT**

Architect of DelCor's Cloud Connection. Recipient of ASAE All-Star Award for Technology. Named a Top Midmarket IT Executive by The Channel Co.

# IT MATURITY MODEL

DelCor's IT Maturity Model (ITMM) for Associations & Nonprofits is a tool for helping organizations think differently about technology. As such, it served as the basis for the ASAE Foundation's Tech Success Study.





FOR MORE INFORMATION:  
[delcor.com/itmm](https://delcor.com/itmm)

## FOUR PHASES OF IT MATURITY

### PHASE 1: Restrictive

Members are fully immersed in the 21<sup>st</sup> century, but, in the restrictive phase, the association's technology is stuck back in the 20<sup>th</sup> century.

### PHASE 2: Functional

A functional organization has better technology, but it works only to a point. It's one step shy of integration and automation.

### PHASE 3: Effective

In the effective phase of IT maturity, technology is more than an operational tool. Technology supports the organization's mission, vision, and business objectives by adding value to the member, volunteer, donor, and constituent experience.

### PHASE 4: Innovative

In the innovative phase of IT maturity, an association strategically uses technology to meet members' existing needs and anticipate future needs. With the association's leadership, members become more successful and the membership experience becomes more valuable and meaningful. You might call it the ideal association.



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