

Case Study – Supporting Multiple Locations

Client: MACC CommonWealth

Challenge Deliver high-end technologies to multiple organizations with over eight hundred users at eighteen locations... all with different needs and at a consistent, lower price-point

Solution Delivery and management of IT packages that include complete IT infrastructure, user support and application management.

Success Story

Non-profit organizations are at a real disadvantage when it comes to IT. Their boards expect them to spend virtually all of their funds meeting the needs of clients. Little is left over for computers and applications. No one knows this better than Stan Bimbaum, President, CEO and IT Practice Head of MACC CommonWealth, a cutting-edge organization formed in Minneapolis 2006 to solve this challenge.

Together, with Warner Connect, MACC CommonWealth manages the IT infrastructures of seven nonprofit Minnesota companies with a combined base of **over 800 employees at eighteen locations**. MACC CommonWealth works with Warner Connect to deliver and manage IT infrastructure across these different organizations that includes servers, desktops, software and connectivity solutions. "We tell our clients that we can get them some serious technology for a price they would never be able to afford on their own," Bimbaum says. "Could I do it myself? No way. Our partnership with Warner Connect is how I make it happen."

Warner Connect manages the hardware and applications from its Minneapolis data center and uses techniques such as virtualization to monitor the performance of PCs and local area networks remotely.

Services that MACC CommonWealth provides its clients through Warner Connect include:

- Overall technology infrastructure management
- Help desk during working hours
- User adds and changes
- Wide-area networking and Internet access
- Management of technology assets (including license compliance)
- Voice-over-Internet-Protocol (VOIP) telephony
- Applications review and consulting

Warner Connect IT services may be affordable, but that doesn't mean compromises, Bimbaum says. "Warner Connect's engineering is outstanding. And having one firm manage everything from planning to design to implementation to day-to-day management is tremendously economical for us and our members."