



# **CASE STUDY**

## **Volunteer Center of North Texas (VCNT)**



## From ‘Mess’ To Masterwork: GXA transforms the IT department of the Volunteer Center of North Texas.

**By helping to optimize the VCNT’s tangled IT, GXA strengthened the organization’s ability to build better communities.**

The Volunteer Center of North Texas (VCNT) makes a critical impact in the well-being of our local region: by recruiting volunteers to serve at more than 2,500 nonprofits throughout the North Texas area, VCNT has enabled 575,000 service hours each year, a value of more than \$12 million annually. Many regional philanthropic organizations would not be able to function without VCNT’s efforts.

But an insidious and largely invisible problem was undercutting VCNT’s work, necessitating prompt action. “When I took over at our company,” explains Bruce Harlan, IT Director at VCNT, “the servers had never been properly maintained, and there was no plan for growth. Best practices had not been employed, and the infrastructure was generally a mess. I had an immediate need for assistance.”

**“I am proud to frequently recommend GXA Network Solutions to others, and will continue to do so.”**

**Bruce Harlan, IT Director for VCNT**



## Challenges


When he started, Bruce had nothing more than the key to the server room, the system password and the knowledge of which machine was the primary domain controller. He found:

- An IT infrastructure that had gone years without regular maintenance
- Multiple pieces of server and PC equipment that had not been deployed
- A total lack of documentation about the IT environment
- No information about the network, server or domain

Overwhelmed by the enormity of restoring VCNT's IT operations to full power, Harlan called GXA. "GXA Network Solutions was recommended to me by a board member, so I hired them to come help me with a few tasks. The service I received was excellent." GXA President George Makaye notes, "VCNT's IT systems were in a state of disrepair, but GXA is practiced at providing business solutions that work within the constraints of the nonprofit world."

## Solutions

Indeed, practiced at providing IT services to nonprofits and associations throughout the region, GXA has several solutions that can overhaul underwhelming performance into astonishing results. Harlan says, "Over the past six years, GXA has helped us with building and configuring Microsoft servers, software and hardware best practices, networking upgrades, strategic planning, database work and coordinating networking with VOIP."



Thanks to GXA's assistance, the Volunteer Center of North Texas has been able to:

### **Enable growth**

If VCNT could deliver millions of dollars in value to local nonprofits even with an IT department covered in cobwebs, imagine what it could produce with IT optimized and aligned with organizational goals. Therefore, one of GXA's ongoing goals is maximizing technological speed, performance and reliability.

- Recommended and implemented a clear technology plan for the IT Director
- Upgraded all servers and desktop environments, and assisted with deploying an imaging solution for the desktops
- Designed and implemented a robust, scalable and secure network infrastructure that could support organizational growth and future goals

### **Increase long-term performance**

Similarly, GXA Network Solutions needed to future-proof VCNT's IT delivery as much as possible. In addition to creating a network and technological infrastructure that would support future growth, GXA tackled organizational productivity.

- Facilitated implementation of applications and services that has improved ability for VCNT to provide superb volunteer services to the community



- Implemented 24X7 on-going rapid response Managed Server Services that has minimized technology problems, while issues are responded to and addressed immediately

### **Reduce capital expenditures**

Experienced in servicing nonprofit tech needs, GXA realizes nonprofits must achieve a difficult balance: high performing service under limited resources. For that reason, GXA has designed nonprofit-friendly strategies for IT service delivery.

- Provide elasticity, flexibility and scalability on a pay-as-youconsume basis
- Shift IT Risk to GXA by paying a flat monthly fee for all IT support

### **Mobilize service.**

Given that VCNT's links 20,000 volunteers to more than 2,500 organizations across the whole North Texas region, VCNT needs to be able to connect its staff and volunteer force no matter where they are. As Harlan notes, "Some work is now performed remotely, which was not even possible before GXA Network Solutions started work here."

- Anywhere, anytime, any-device access to organizational resources
- Continuous communications with always-on access to email and business applications  
Protect against downtime and data disasters.



Finally, GXA designed and implemented a comprehensive Cloud backup and disaster recovery solution to work seamlessly with their more robust IT backbone, to ensure continuity of operations in case of a catastrophic event.

## Conclusion

When he started, new IT Director for the Volunteer Center of North Texas Bruce Harlan faced an IT department in thorough disrepair.

He needed an IT provider who could meet the unique needs of the nonprofit sector and still deliver outsized results. GXA's approach to nonprofits worked with limited resources and cut costs, yet still created high-performing sustainable solutions that enabled VCNT to achieve more than they hoped. With IT systems optimized for long-term performance, GXA has helped to turn VCNT's IT department into a growth engine for the organization's mission critical services in North Texas. Says Harlan, "GXA's onsite personnel are always professional, pleasant and experienced; response times are excellent; and service has remained excellent. I am proud to frequently recommend GXA Network Solutions to others, and will continue to do so."

## Executive Summary

### Challenge

VCNT's newly hired IT Director Bruce Harlan discovered an IT department that had not been maintained prior to his arrival. Handed little more than the key to the server room, he called GXA to help.



## **Solution**

GXA Network Solutions installed robust, scalable systems aligned with VCNT's long-term organizational goals. With a steady objective of high performance with limited resources, GXA shifted IT risk away from VCNT even as it implemented cost-friendly service strategies tailored to a nonprofit's needs.

## **Results**

GXA helped Harlan turn their IT department from a non-starter into a growth-driver for the organization.

## **About the Volunteer Center of North Texas**

Founded in 1971 by Helen Boothman, Mitch Jericho, Jan Sanders and Annette Strauss, the Volunteer Center of North Texas (VCNT) is one of the largest and most active volunteer centers in the country. A primary purpose of the VCNT is to recruit volunteers, including individuals, corporations and civic and faith-based groups, to serve at more than 2,500 nonprofits throughout the North Texas area. Volunteers work every day to make a difference in the North Texas community and rely on the VCNT as their primary source for information.



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