



# SW Resources

## *A Nonprofit's Success Story*

with Randall Siers, Executive Director



### **Background**

SW Resources, located in Parkersburg, West Virginia, is a community rehabilitation center that provides ample opportunities to individuals with support needs. The nonprofit organization provides job training, placement and employment services for individuals with disabilities.

Currently, SW Resources employs around 230 staff members. After the organization lost their in-house IT director, Randall Siers, Executive Director, went in search for a new solution. In his search, Siers found Biztec. He then began working with Biztec to overcome challenges and transition from a single internal IT director to a Managed Service Provider.

### **The Challenge**

*“We had the advantage of having a full-time IT professional on staff, and when he left to take a bigger and better job, we were kind of left in the quandary of not having a good solution in terms of being able to hire someone.”*

The nonprofit organization had lost their IT director and was unsure of where to turn next. The business needed to find a person or team to fit their needs.

*“We searched out companies that provide managed services,*

*similar to Biztec, and we landed on Biztec...It's been a pretty good relationship.”*

### **Why Biztec?**

*“[Biztec] has a wide variety of skill sets, and we get the benefit of having access to all those skill sets without paying the full salary for each and every one of those skill sets.”*

Biztec has been able to provide SW Resources with a full suite of technological advances. By working with the nonprofit, Biztec was able to take them from a google suite for business environment and setup as a nonprofit with Microsoft to leverage various benefits. A new surveillance system was placed as well. Twenty-five Verkada cameras were installed to monitor the workplace to eliminate possible threats and unsafe practices.

In addition, Biztec also redesigned their internal network to increase network speeds, switched the organization to a VoIP Phone Solution, and migrated their data to the cloud, SharePoint.

Lastly, Biztec also increased their network security posture by reviewing their technology stack and securing or eliminating public facing servers that left them open to malicious activity on the internet.

*“We really have found the value in this relationship [with Biztec]*

*just because we have access to multiple IT professionals with varied backgrounds to help us troubleshoot solutions for our challenges. We come up with solutions that have worked, and not only have they worked, they've been the best value solutions.”*

### **Moving Forward**

SW Resources has been able to cultivate a strong relationship with Biztec and plans to continue working with them to find the best solutions that fit their vision. By utilizing a team of experts, this influential nonprofit has found the value in Managed IT Services.