Simplex-IT
Vision, Confidence *and* Strategy
for Business IT

Koinonia partners with Simplex-IT to manage the trickiest technical challenges in executing a digital transformation.

PROBLEM/ SITUATION

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Koinonia is a leading provider of residential housing and integrated, whole-person care for people with intellectual and developmental disabilities in the Northeastern Ohio area. When Howard Pincham became Chief Information Officer in 2019, he realized the nonprofit organization faced a number of unique challenges in terms of technology and technical leadership.

"Typical nonprofit organizations are vulnerable to technology suppliers who attempt to 'modernize' business operations with defective, incompatible, and complex solutions," said Howard. "Implementing business-enabling technology is my primary responsibility."

In addition to having an abundance of complicated, aging technologies that were pressed to sustain a growing organization, Koinonia faced turnovers and vacancies in key technology support positions at the time of Howard's hiring.

"The technologies the organization had purchased required specialized IT knowledge, and that comes at a cost that organizations in the small to medium business space like us struggle to afford and manage," said Howard. "I have a talented team of IT generalists that care for our environment, but I needed a backstop to help them monitor and manage some of its complexities."

Howard's goal was to digitally transform the organization. This included establishing an ongoing partnership with a service provider that aligned with Koinonia's mission, supported Koinonia's IT staff, and made the organization more successful through the use of technology.

That's where Simplex-IT comes into the picture.

SOLUTION

> [Simplex-IT] has significant experience in the nonprofit sector, both providing service to it and contributing funds to its causes."

Positive working relationship

Technology goal achievement

Cost-effective solutions

Howard had successfully worked with Simplex-IT in the past and had a positive working relationship with the managed service provider's Chief Executive Officer, Bob Coppedge. This foundation allowed Howard to entrust Simplex-IT with helping Koinonia achieve its technology goals.

"Simplex-IT meets our needs," said Howard. "It's been in the managed service provider space in Northeastern Ohio for a while. It has significant experience in the nonprofit sector, both providing service to it and contributing funds to its causes."

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SOLUTION
CONTINUED

> I depend on the Simplex-IT team for current best practices and procedures, and I benefit from their regular collaboration with my staff. They are a part of the team."

Being in the nonprofit sector, Koinonia required a cost-effective solution for managing its advanced technologies. In the fourth quarter of 2019, Simplex-IT was able to offer an affordable and flexible arrangement called a Desktop CoMIT engagement. Under this agreement, Simplex-IT became a true partner to Koinonia, providing expert support and knowledge regarding complex technologies and functions that extend beyond the Koinonia's IT team's current skill sets.

"Simplex-IT is a trusted partner," said Howard. "I depend on the Simplex-IT team for current best practices and procedures, and I benefit from their regular collaboration with my staff. They are a part of the team. We share the credit for exceeding objectives for system availability and end-user satisfaction for Koinonia."

Unlike other managed service providers that control all of a company's IT functions, Koinonia's IT staff is still able to resolve the majority of end-user requests themselves, while Simplex-IT provides support on more complex matters, such as server issues and providing remote access resources. Working hand-in-hand in this manner with Simplex-IT has allowed Koinonia to grow as an organization and better serve its clients.

"The arrangement positions us to serve the business better and deploy technology that makes more sense for the organization as we become more mature," said Howard. "I give credit to all of us working together to make sure we have an accurate, available and confidential system that protects the information that relates to the people we care for and serve as a business."

RESULTS

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Rewarding mutual partnership

Zero downtime

Happier employees & customers

Easy facilitation of digital transformation

30% savings in network/server administration & monitoring costs

The Simplex-IT team provides the tools and expertise in the areas that I need. They work alongside us as they care for specialized technology matters and share their vast knowledge. In this way, I am able to multiply the force of my organization for just a portion of the expense of a single full-time position with Simplex-IT's staff. This frees my team to focus on the technical transformations that Koinonia needs to achieve its mission."

HOWARD PINCHAM
Chief Information Officer | KOINONIA
koinoniahomes.org