



Data Retrieval & IT Services for Nonprofit Daycare Center

PROJECT DETAILS

 IT Managed Services, Other IT Consulting and SI

 Sep. 2016 - Ongoing

 \$50,000 to \$199,999



"They're a fantastic team that works well with our organization."

PROJECT SUMMARY

CGTechnologies provides IT services. They first retrieved lost data containing information on the client's schools, finances, and so on. They then uploaded the data to a remote database and set up a firewall.

PROJECT FEEDBACK

As a result of the project, the client's data is safe and sound while being easily accessible to the internal team, allowing them to work from home. Working with CGTechnologies is convenient because they're able to provide their high-quality services remotely. Overall, they're a dependable partner.



The Client

Introduce your business and what you do there.

We're a nonprofit organization that offers daycare before- and after-school programs.

The Challenge

What challenge were you trying to address with CGTechnologies?

We were having some issues with our system where we stored confidential information on our students and their parents. We had lost all of our data, so we needed someone to secure our data to prevent further losses.



Natalie Commisso

Administrator, Fun on the Run
Child Care



Education



Canada

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

CGTechnologies first retrieved our lost data, including our accounting statement and emails. In total, they recovered information on our 11 schools. The team now helps us keep everything safe on a remote database. They also provide other IT services. For example, they've set up a firewall to keep our network secure.

What is the team composition?

We're currently in contact with two teammates, but we've worked with five people overall, including Matthew (CTO), Dario (Business Development Manager), Attilio (President), and two technicians.

How did you come to work with CGTechnologies?

A friend referred CGTechnologies to us, and they offered to help after we lost our data.

How much have you invested with them?

We've spent \$150,000–\$175,000 CAD (approximately \$118,000–\$137,000 USD).

What is the status of this engagement?

The project started in September 2016, and it's ongoing.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

Other than rescuing our data, the CGTechnologies team has also given us peace of mind. We never have to worry about our security – the firewall works well, and since our data is stored remotely, we





can work from home. Their help has saved us a lot of money, especially during the COVID-19 pandemic. Overall, they've been a great partner.

How did CGTechnologies perform from a project management standpoint?

Their project management is perfect. If we have any problems, we would just give them a phone call, and they'd create a ticket for us. They would then access our desktop remotely to fix it. The team always solves our issues very quickly, and we never have to call back to follow up.

What did you find most impressive about them?

They're a fantastic team that works well with our organization.

Are there any areas they could improve?

No, CGTechnologies is very good at what they do.

Do you have any advice for potential customers?

Let CGTechnologies know what you want, and they'll help you out.

