



Managed IT Services for Nonprofit Legal Association

PROJECT DETAILS

 IT Managed Services

 Jan. 2013 - Ongoing

 \$200,000 to \$999,999



"We have a solid relationship with the CGTechnologies team, and we're delighted with their performance."

PROJECT SUMMARY

CGTechnologies provides day-to-day technical support. Additionally, they offer various hosting solutions like DNS hosting and email hosting on Exchange. The team also provides security services and training.

PROJECT FEEDBACK

Equipped with unparalleled expertise, CGTechnologies has managed to keep the client's systems stable and free from security issues throughout the long-term partnership. Furthermore, they've provided high-quality work at an impressive turnaround time while remaining communicative and transparent.



The Client

Introduce your business and what you do there.

We're a nonprofit association that includes members of the bench and bar. We serve to advance advocacy and protect the judiciary through our membership program. I'm the senior IT specialist. I'm a department of one, and I support all of our internal technical functions.

The Challenge

What challenge were you trying to address with CGTechnologies?

We needed someone to provide day-to-day technical support and various hosting services.



Senior IT Specialist,
Nonprofit Legal
Association



Nonprofit



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 is our primary tech provider. They support our daily technical needs. Furthermore, they provide a multitude of different hosting solutions, including domain name system hosting, file transfer protocol hosting, and email hosting on Exchange. They host our database server, web server, file server, and test environment. Additionally, CGTechnologies provides security and firewall monitoring.

Most of their work is done remotely, but they come to our office if we need a piece of equipment installed. For example, the team has set up WiFi extenders for us. In addition, they've conducted some on-site cybersecurity training for our staff.

What is the team composition?

I've worked closely with over six people: Michael (CTO), Inderjit (Infrastructure Manager), and several help desk teammates.

How did you come to work with CGTechnologies?

When I joined the company, we were already working with them. Our former CEO had a long-standing relationship with Attilio (President). CGTechnologies helped us transition into the 21st century, and they've been providing support ever since.

How much have you invested with them?

We spend \$64,000–\$68,000 CAD (approximately \$50,000–\$54,000 USD) each year for their services. Expenses relating to equipment and hardware are not yet included.

What is the status of this engagement?

The project started in January 2013, and it's ongoing.





The Outcome

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

We don't use any formal metrics to evaluate them. However, I can say that we have a solid relationship with the CGTechnologies team, and we're delighted with their performance. We've been working with them for over eight years now, and we've never experienced any significant disruptions. They've truly kept our systems in check and prevented any security breaches. It's rare to find that kind of expertise, so the partnership is very valuable to us.

How did CGTechnologies perform from a project management standpoint?

Their project management is excellent. CGTechnologies is incredibly transparent when it comes to costs. Meanwhile, their turnaround time is often within an hour or a day, depending on how large the project is.

In terms of communication, they've done a great job, and their response times are fantastic. The team doesn't pass us back and forth between representatives, which is helpful when it comes to avoiding miscommunication.

What did you find most impressive about them?

The quality of the work that they can deliver within such a short turnaround time is really impressive. Their response times are also superb.

Are there any areas they could improve?

They recently switched to a new type of ticketing system for intaking technical requests to the help desk. Since then, it's become difficult to communicate directly with the teammate working on the request. It's not a big issue, but I would prefer it if the process were more personal and less faceless.





Do you have any advice for potential customers?

Have your technical plan and specifications outlined and be very detailed with your requirements. Furthermore, stay on top of communication with them. If you're able to provide that, they'll give you precisely what you're looking for.

