

TECHMD

MANAGING YOUR TECHNOLOGY



TechMD: You Focus on your Mission, we'll Focus on your Technology.

Providing a Higher Quality Product to the Girl Scouts at a Savings of More Than \$150,000 Annually

TechMD is committed to helping its nonprofit clients achieve significant cost savings while realizing a better product and service. The following scenario illustrates how TechMD was able to provide higher quality service to the Girl Scouts of Greater Los Angeles while reducing expenses substantially.

Challenges:

- Six independent local councils of the Girl Scouts merged to form a new council: the Girl Scouts of Greater Los Angeles.
- The newly merged organization needed to streamline various systems and processes, including consolidating its information technology system.

Solution:

- Contact TechMD

Results:

- Data is secure, centralized and accessible by all computer users in the organization.
- Unexpected issues due to bandwidth and software installation were handled at no additional charge.
- The Girl Scouts have realized a more efficient system and higher quality, more responsive service at a savings of more than \$150,000 annually!



Girl Scouts®

On Dec. 1, 2008 six Girl Scout legacy councils merged to become Girl Scouts of Greater Los Angeles. The merger was part of a national realignment by Girl Scouts of the USA to build a network of high-capacity councils that could provide the programs, volunteer management systems, infrastructure and technological applications, leverage marketing and branding opportunities, and increase philanthropic support and community awareness, while maximizing cost efficiencies. One area that required immediate attention even before the merger occurred was the new council's information technology system.

According to Curtiss Wong, an IT consultant and volunteer who has been with the Girl Scouts since the early 1980s, "We wanted our new IT system to have a seamless structure with technologies that would easily propel the Girl Scouts of Greater Los Angeles into the next decade. And, we wanted to minimize costs. TechMD was able to accomplish both."

After an extensive RFP process—TechMD was retained to implement a new hardware system for GSGLA and then to maintain the system on a monthly basis. The implementation — which involved connecting each of the seven Los Angeles County regional sites to a new centralized system of terminal servers—is now nearly complete. "We've had a few challenges along the way, as to be expected, but TechMD was right on top of everything," notes Curtiss. "TechMD's response time is very strong, and the company is very flexible—they even assisted with the implementation of our new VoIP telephone system, which occurred at the same time. I've also been very pleased with TechMD's staff—everyone has positive attitudes, is very knowledgeable, and responsive to our staff—in summary, TechMD staff is very 'user friendly.'"

All this, and for a significantly lower price as well—according to Curtiss, Girl Scouts of Greater Los Angeles is saving over \$150,000 each year, thanks to both its new streamlined structure and the fixed monthly rate offered by TechMD.

"We at GSGLA are so grateful to TechMD for yeoman's work, especially during our first months as a new Council," comments Lise Lutgens, CEO of Girl Scouts of Greater Los Angeles. "TechMD has really gone above and beyond to assure our information technology needs are met in this realignment. At a time when we are expanding our services to a larger base of girls and volunteer leadership, we are even more reliant upon communicating effectively and using technology. We are fortunate to have TechMD's as our partner."



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