



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

Providing Streamlined Technology at an Affordable Price to the Volunteer Center of Orange

*TechMD believes that every nonprofit deserves quality computer services at an affordable price. The scenario below illustrates TechMD's commitment to the nonprofit community*

### Challenges:

- Inefficient information technology service provider
- Slow turn-around on requests for service
- Cumbersome combination of donated hardware
- Frequent system failure

### Solution:

- Contact TechMD

### Results:

- Efficient and well-liked service provider
- Quick turn-around on requests for service—typically within a few hours
- Streamlined hardware configuration
- Reliable and up-to-date computer system



Last year, the Volunteer Center of Orange County was facing a true computer crisis—their hardware configuration had evolved into a cumbersome combination of donated hardware (and a total of 11 servers!), their system was continually breaking down, and their information technology service provider was inefficient at best. Knowing they had a true computer crisis on their hands, the Volunteer Center soon called TechMD.

"TechMD soon reconfigured our information technology capability by upgrading our hardware, streamlining our systems, and adding new software. The best illustration of their efforts was in our servers—we went from 11 servers down to two!," explains Maria Elvoid, Business Manager for the Volunteer Center.

TechMD continues to work with the Volunteer Center by managing its ongoing computer maintenance. "TechMD responds SO quickly to requests for service—within minutes if it's an urgent situation; in less than a day for less-urgent situations. This is such a dramatic improvement over our prior provider, who often took days to respond!," states Maria.

Perhaps the relationship between the Volunteer Center and TechMD can best be characterized by these comments from Dan Quaid, President and CEO of the Volunteer Center: "TechMD keeps us informed and explains things in terms we can understand. We pay a set monthly fee, so we never have to worry about unexpected fees hitting our budget. And, the staff is wonderful to work with—they're friendly, helpful, and go out of their way to resolve any issue. Our staff loves them—besides having the technical expertise needed to do the job, they are also good people."