

Non-profit partners with managed IT services provider for creative technology solutions.



About LexArts

LexArts is greater Lexington's premier cultural development, advocacy and fund-raising organization.

As both the area arts council and united arts fund, LexArts provides a wide range of programs and services designed to integrate the arts into our daily lives including the LexArts Gallery Hop, Lexington Youth Arts Council and ArtScope...This Week in the Arts email calendar.

LexArts' President & CEO and board members work closely with community leaders and local and state officials concerning public funding and cultural facilities. Through its annual Fund for the Arts, LexArts raises millions of dollars in support of local arts and distributes general operating support to its Partner Organizations, as well as offering competitive special project and programming grants to other arts organizations in the area.

As "the catalyst for creating a progressive and innovative community inspired by the arts," LexArts seeks to serve the Lexington area and the arts community as "an incubator of arts innovation, a steward of philanthropic generosity, and an advocate for the economic and cultural well-being of central Kentucky."

LexArts' work is to help art come to life and touch many lives. Because when art's out there opening eyes, minds and hearts, individuals are enriched and communities rise and shine.

The Challenge

Like many nonprofit companies, LexArts experienced growing pains as technology's role increased in the organization's daily operations. The nonprofit's leadership pieced together a hybrid information technology model that relied on internal support and an outside IT consultant. LexArts staff attempted to troubleshoot problems as they arose, then called in a contracted technician to resolve more difficult issues.

For several years, "it was time-consuming to fix any issues with computers or phones," said Alma Kajtazovic, the organization's operations manager. "In addition, the cost was much higher because the technicians came to the site."

LexArts was committed to providing the arts community with innovative leadership, and the organization's board of directors and executive staff knew a robust IT environment was necessary to achieve that purpose. With cost in mind, LexArts leadership sought to update or upgrade "dated equipment that slowed productivity and efficiencies."

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One challenge specifically, was with an outdated server that frequently disrupted the flow of operations. LexArts employees could not rely on the server, so they defaulted to saving documents locally. With laptops being used from employees' homes and while traveling, the data they held had an increased possibility of being lost or accidentally deleted.

The Solution

LexArts sought a nonprofit-friendly, full-service IT solution. After receiving an invitation to an event hosted by NetGain Technologies, and learning about the managed IT services model, the LexArts executive staff researched the organization's options for a fully outsourced IT department.

After conducting a due diligence review of other IT options, LexArts principals found the budgeting-friendly fixed monthly fee of managed services a strong fit for nonprofit organizations. During this investigative phase, LexArts scheduled a meeting with NetGain Technologies to inquire about their Technology OneSource program. LexArts was impressed by the program's proactive technology management, reactive support services, and network administration; they also appreciated the program included strategic planning that would help LexArts understand the business impact of technology decisions.

LexArts opted to join Technology OneSource, citing the fixed monthly per-user fee and the local connection to NetGain Technologies as important factors in the decision. LexArts leadership also valued NetGain's time and experience in the industry.

Alma Kajtazovic recalled the onboarding process as LexArts joined the Technology OneSource program. After the discovery phase, Technology OneSource engineers "offered solutions regarding our server, backup, and a few other processes, which immediately solved many of the issues we had in the past." Also in the "solutions" phase of their onboarding, LexArts received guidance on updates and upgrades to its feature-poor and antiquated phone system. The nonprofit organization opted to incorporate a more modern Cisco architecture into their communications infrastructure.

The Results

LexArts estimates it saves \$5,000 per year in hard costs since its switch to the fixed fee of Technology OneSource. The organization has experienced fewer "surprise" IT expenses and has established budget projections for hardware and software upgrades over the next several years.

Perhaps as important as the direct financial reduction has been the "soft" savings of employee time. Where once a lost password or malfunctioning printer demanded staff time to troubleshoot and attempt to resolve, now, the resolution to these issues is a simple phone call or email to the Technology OneSource help desk. LexArts notes that members of the organization's "staff—including the Operations Director—have been one hundred percent relieved of dealing with IT issues and therefore can focus on their duties of fulfilling the organizational mission."

LexArts leadership reflected on changes the organization has experienced in its relationships with patrons and clients, and with staff/volunteer morale. "We are able to immediately solve IT problems, and that has a big impact on our operations. This is a nonprofit organization with limited resources and staff. The staff is able to resolve issues immediately and go back to their duties."

LexArts estimates it saves \$5,000 per year in hard costs since their switch to the fixed fee model of NetGain's Technology OneSource managed services program.

Contact NetGain Technologies Today to Learn How Managed IT Services can Transform Your Business!

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.

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