



MENARK
TECHNOLOGIES



SOLUTIONS & SUCCESS

The Inside Story

Case Study

How Managed IT Services Empowered Our Business

Company & Location	ACLU of Pennsylvania, Philadelphia, PA
Industry	Non-profit
Number of Employees	20
Customer Base	Citizens who feel their civil rights have been violated
Services Offered	Pro-bono civil rights legal services
Case Study Respondent	Trisha Graham, Business & Operations Manager

Expert and Innovative

Managed Services at Its Best

Challenge

We were spending a lot of time and money on IT, yet no one seemed to have a full picture of how things worked. There was no one to ask questions or turn to for support. In addition, our equipment and general network setup were beginning to age. We were wasting too much time putting out fires, rather than being able to look ahead and strategically plan for future needs of our organization. And our staff avoided asking for IT-related help that would've made them more productive simply because they knew it would incur an hourly fee.

Solution

We decided managed services from Menark Technologies would be a good option for us. They quickly evaluated our entire system, transitioning us from a reactive to a proactive position and moving us to Office 365 and cloud servers. They understood our priority to meet ACLU privacy and security standards and put technology in place to keep us protected and compliant.

Result

We feel secure about our technology now. Our staff enjoys the comfort of having easy access to an IT specialist they've come to know. Small problems are resolved before they have a chance to become big ones. The flat monthly fee is perfect for us. While we're spending about the same amount we were on hourly support, we're getting double the service. I know we'll always get great service without having to sacrifice something else to afford it.

Monitoring and Maintenance Advantage

No Downside to Uptime

Challenge

Prior to managed services, we were fortunate not to experience a lot of down time. But, the problem was that, when we did, it was a prolonged ordeal with a huge price tag. Our attorneys rely heavily on our systems being available 24/7, so lengthy down time was definitely not acceptable.

Solution

Menark expertly maintains our equipment. I'm no longer dealing with surprise problems or essentials like updates and backups. Plus, I know in advance if something is going to need to be replaced, so I can budget.

Result

In the weeks immediately following all the recent positive changes implemented by Menark, we've had zero down time—a trend I expect to continue. The staff now has the tools they need, including “how to” knowledge, to maximize their productivity. Technology isn't perfect, so when we do experience those inevitable issues, I know they'll be resolved quickly, with no surprise bills—which is especially advantageous to a non-profit organization like ours.

MSP Stamp of Approval

Tech Products & Prices You Can Trust

Challenge

I'd research products on my own, call friends or just ask around to get information about the technology that might work best for us. It was time-consuming and I was never entirely sure I was making the right decisions.

Solution

Because they're so familiar with our business and our technology, I can trust Menark to determine what's best for our system, especially when it comes to the large ticket items.

Result

Menark has the expertise in the market to get us the best price. I'm confident they'll handle 100 percent of the purchasing and installation process to our best advantage.

“Knowing I'm partnering with an expert who is familiar with the details of our technology setup is extremely valuable. Being able to contact Menark about even the small issues saves me at least 10 hours per week. Having the right people doing the right job saves an organization both time and money and Menark Technologies has the right people for this job.”

Trisha Graham, Business & Operations Manager, ACLU Pennsylvania



Menark Technologies provides fixed-cost, per-month managed IT services. Our services include proactive network monitoring, patch management, antivirus, backups, helpdesk, compliance, cloud solutions and on-site services for a fraction of the cost of one engineer's monthly salary.

Contact us at 866-339-0959 or info@menark.com to find how we can grow your business—together.