



**Together we
can access
expertise,
talent, and
leverage
resources to
achieve qual-
ity none of us
could
achieve on**

Collaborative Nonprofit Information Technology

Solutions that Lower the Technology "Headaches"

MACC's information technology offering provides the region's best bargain in managed technology for nonprofits. We'll keep your technology working and your team productive so you can focus on your mission - not your hardware.

We make it economical for nonprofits of all sizes to enjoy the benefits of enterprise-level information technology, as we deliver uncompromised availability, reliability, security and scalability. For an organization with complex IT needs, we can lower the total cost of technology ownership.

Mobility, Expertise, and High Quality Technology at Your Fingertips

We combine the access and mobility benefits of cloud-based computing with the power and stability of desktops and networks to give you the best of both worlds.

We provide you with the security, power and reliability of our state-of-the-art, redundant data centers.



Leverage our Knowledge and Capacity to Manage Technology

Why Enlist our Support for Your Information Technology?

MACC has the expertise and resources to oversee the technology contract we maintain with a third-party vendor on your behalf. We work to ensure the technology vendor is upholding service standards and working with you to solve your biggest technology challenges.

Technology Relief that Nonprofits Need

- No need to hire or contract for technical professionals
- No need to own, manage or replace servers and other expensive centralized equipment
- No need to own or manage a telephone switch or voice-mail server
- No barriers to access-we provide access wherever your staff operate today and may operate tomorrow - your building, a partner agency's location, a home, or a hotel room

Comprehensive Technology Services

Component	Included Services
Managed Computing Environment (Email, calendar, user accounts, file system)	Provisioning and Management of user accounts and relevant business applications through Microsoft Office 365, including adds, changes and deletes Data center support for all central servers, physical networking, security devices and file storage Hosting of all applications that conform to infrastructure architecture Connectivity to the internet and data center-hosted resources Secure remote access to the data center-hosted resources
Connectivity to hosted infrastructure & Internet	Site connectivity services, as appropriate per scale of on-site computing needs
Remote (offsite) access to hosted infrastructure	Integration of remote devices with Microsoft's Office 365 environment, including assistance with Android or Apple personal devices
Help desk and end-user support (help desk, escalations, issue resolution)	English-language help desk service for all system users 24 hours per day, 365 days per year Management of physical information technology plant, including incidental equipment moves and changes (limited to four devices per move)
Endpoint management (End user computing devices)	Routine troubleshooting and repairs of end-user PCs and laptops during the equipment's normal lifetime Software licensing for spam filtering, virus detection, internet filtering and other network-related services



Component	Included Services
Vendor management	<p>Management of relationships with associated third parties, including product and service resellers, providers of data communications, etc.</p> <p>Application of software patches on client and infrastructure devices, to ensure up-to-date security and full functionality</p> <p>Coordinate with Member's contract service providers for printers and multi-function copiers that are connected to the MACC network</p>
Phone system	<p>Connectivity to call processing, management and voice mail services provided by MACC.</p> <p>Connectivity to the public voice network</p> <p>Installation and configuration of handsets purchased from MACC lead vendor</p> <p>Telephone user adds, deletes, and changes</p> <p>Initial configuration of system to meet ordinary business requirements</p> <p>Quality of Service (QoS) configuration and management of connectivity services purchased from MACC</p> <p>Costs below include the lease of VoIP desktop phones, to replace existing Cisco phonesets</p>
Procurement of hardware and software	<p>Assistance with procurement of laptops, desktops, mobile devices, software, and network hardware. Member is responsible for cost of purchases, but MACC will assist in bid/selection process in effort to optimize Member value</p> <p>management of software licensing compliance</p>
On-premise network management	<p>Installation, configuration, and monitoring of on-premise network devices at each supported location</p> <p>24x7x365 monitoring and alert management</p>
Shared CIO support to Members	<p>Shared CIO services to advise on strategic use of IT infrastructure and tools in support of Member mission and programs</p> <p>Facilitate periodic (at least twice per year) IT strategy alignment and budgeting exercises</p> <p>General management of information technology infrastructure and environment, including both end-user and distributed equipment</p>
End user experience coordination	<p>Training and support a Member-provided part-time IT Helper role at each supported location, to assist with limited end user IT questions and issues</p> <p>MACC IT Service Council as a channel for regular feedback and to share best practices/learnings across all Members participating in MACC IT Services cohort. Meetings will be convened no less than four times per year</p>
End-user training	<p>Provide Member's employees with sufficient training to operate their end-user devices and use end-user applications that may be required for the performance of their job duties</p>