



## CASE STUDY

# IT ROADMAP IN PURSUIT OF COMPLIANCE

Established in 1992, CAHEC ranks as one of the largest nonprofit equity syndicators in the U.S. Their mission is to create sustainable communities through affordable housing and revitalization.

## AT A GLANCE

### CHALLENGES

- ✓ Delayed Resolutions for Routine Issues
- ✓ Multiple IT Projects On Hold
- ✓ Lacked Technology Goals & IT Strategy

### BENEFITS

- ✓ Enhanced Network Infrastructure
- ✓ Reduced Network Maintenance
- ✓ Improved Licensing Management



*It is a **huge burden off my shoulders** knowing that there is very little that the support specialists can't handle."*



**GARRETT COBB**

Information Systems  
Specialist



## PROBLEM ✓

CAHEC had a clear roadmap and IT strategy for upcoming infrastructure improvements. However, CAHEC's fundamental IT needs were not being consistently met by their IT provider.



## APPROACH ✓

CAHEC was seeking a strategic IT partner for their core IT needs. During their RFP process, CAHEC discovered why Net Friends has a strong reputation as technology experts. CAHEC was attracted to the way Net Friends demonstrated their ability to help businesses adopt and fully utilize modern, cloud-centric solutions.

Net Friends focused on building a strong partnership around visionary-level collaboration and strategic IT guidance with CAHEC's internal IT staff. This approach included assistance and feedback for their short- and long-term goal planning, enhancing IT policies, execution of special IT projects and initiatives, SIEM/SOC support, and managed IT services.



## SOLUTIONS ✓

**Access to Highly Responsive IT Help Desk:** Net Friends' "World-Class" rated Support Center absorbed day-to-day support needs, so CAHEC's internal IT staff could shift their focus back to operations and strategic planning

**Noticeable Increase in End User Productivity:** Net Friends' ability to engage in a rapid and timely fashion saves most CAHEC end users at least a few days per support incident

**Network Support:** Net Friends lifted the burden of network infrastructure maintenance and monitoring off the shoulders of CAHEC's internal IT team

**Rock Solid Reliability:** By aligning CAHEC's IT environment with Net Friends' Technology Stack, day-to-day disruptions due to infrastructure issues became a thing of the past

**vCIO Advice & Guidance for IT Projects:** Net Friends helped implement a strategic plan for long-term infrastructure change by demonstrating the ability to both guide and execute on these initiatives



919-680-3763



NetFriends.com



Durham, North Carolina