Top 4 Reasons Nonprofits Outsource Their IT Management to IT Assist

1. Organization Size
   Many smaller organizations cannot afford to hire IT staff, and many midsize and large organizations can only afford one or two IT staff members. Compared with an entire team, those staff members may not have the expertise in networking, security, databases, web development, data management, and disaster recovery. They may not always be available when they’re needed, like during vacation or sick days. Outsourcing IT services provides organizations with the full force of an IT department whenever they need it and for a fraction of the cost.

2. Proactive Account Management
   IT Assist account managers talk with clients regularly to proactively spot potential problems and provide recommendations. Often, organizations are not equipped to identify technology issues in advance, such as a failing server or PC or an outdated version of antivirus software, which means they could end up losing vital data or resources. Account managers work closely with organizations to monitor their technology resources, back up data, help create a disaster recovery plan, and make budget recommendations.

3. Cost-Saving Discounts
   Outsourcing IT services removes the cost burden of paying salaries and benefits from the organization and places it on TechSoup. Plus, TechSoup works with technology vendors like Microsoft and Symantec to access special nonprofit pricing and discounts for the products organizations need most.

4. Availability
   IT Assist help desk staff are available during workday hours to help nonprofit clients with technical problems. For many organizations, this is an invaluable service. IT Assist gives organizations the ability to call or email an expert when a computer malfunctions or they aren’t sure how to use an application or program. Knowing someone is available to help solve their problems and answer their questions brings huge peace of mind.