



Solutions & Success The Inside Story

Company & Location Habitat for Humanity of York County

Industry NonProfit

Case Study Respondent Tim Veeck, Executive Director/CEO

Servcom USA Makes IT Functional And Affordable For Habitat for Humanity of York County

Habitat for Humanity of York County is an affiliate of the international organization that's dedicated to eliminating substandard housing locally and worldwide. Operating in the York County area, they manage a range of different homebuilding and fundraising projects.

As an active charity, Habitat for Humanity of York County depends heavily on their IT. In order to process and track donations, maintain their operations and programming, and manage data security, they need a robust IT environment and a team to take care of it. Furthermore, all of this needs to be achieved within the boundaries of a strict budget.

That's why Habitat for Humanity of York County relies on Servcom USA.

As A Small Nonprofit, Habitat for Humanity of York County Struggled To Invest In IT Support

“For the first few years I was here we kind of limped along with volunteer folks for IT,” says Tim Veeck, CEO, Habitat for Humanity of York County. “But it just wasn’t consistent enough.”

Prior to working with Servcom USA, Habitat for Humanity of York County relied on volunteers and hobbyists to look after their IT. As a small organization with only eight employees, this was sufficient for some time. However, as with any unofficial form of IT support, it’s only a matter of time until something goes wrong.

Two years in a row, Habitat suffered major network failures during their busy season. That was when they decided to look for professional support. They hired Servcom USA for what’s known as “break/fix” services, which are used on an on-demand basis to fix issues after they occur.

“We did that for a long time, largely because of budget constraints,” says Tim. “Thankfully they were able to work with us on a nonprofit rate within a fee structure that worked for our budget.”



Break/Fix Services Became Too Limited For Habitat for Humanity of York County's Needs

As CEO, Tim is responsible for overseeing all aspects of Habitat for Humanity of York County's operations, including IT. Prior to investing in fully managed support, Tim relied solely on hourly support from Servcom USA.

For a time, this was an effective enough arrangement, but as Habitat for Humanity of York County grew their staff and operations, IT began demanding too much of Tim's attention.

"Myself and our finance admin director were being pulled in different directions when IT needs would pop up," says Tim.

As Habitat for Humanity of York County grew, their ability to get by with unmanaged IT support was stretched to the limit. Unfortunately, as an active nonprofit, they didn't have the luxury of simply expanding their IT budget on a whim.

"Each year we evaluated if it was still good, and if we could swing it with our budget," says Tim.

Eventually, Habitat for Humanity of York County had more than enough reasons to justify investing in a superior model of IT support. Their staff was growing steadily, their operations were expanding, and they knew they would need to upgrade their server soon. As the scope of their operations grew, so did their IT needs.

"We decided that it was time to make a change," says Tim. "Based on how often we had to access support, how many users we had, the difference in cost was going to be minimal."





Servcom USA's Fully Managed Support Has Been Invaluable During The COVID-19 Pandemic

As a majority of professionals work from home, IT resources have never been as important as they are today. In order for organizations like Habitat for Humanity of York County to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

"In hindsight, I'm incredibly glad we did this before COVID-19 when everyone went remote," says Tim. "I cannot imagine the nightmare it would've been."

Fortunately for Habitat for Humanity of York County, they can rely on Servcom USA for expert assistance. As luck would have it, just a few months before the pandemic hit, Habitat for Humanity of York County decided to switch to fully managed IT support with Servcom USA.

The Servcom USA team ensured that everyone working remotely for Habitat for Humanity of York County had what they needed to do so productively and securely.

"It's been a real godsend, and we really could not have operated this past year without their services and assistance," says Tim.

Servcom USA Helps Habitat for Humanity of York County Follow Their Mission


The Servcom USA team is proud to play a small part in Habitat for Humanity of York County's charitable efforts. By making sure their IT is functional and cost-effective, the Servcom USA team helps Habitat for Humanity of York County do what they do every day.

"Having the dedicated 24/7 chat option, a lot of staff have found it helpful," says Tim. "Having that built in support is good for us."

That's what Tim and the Habitat for Humanity of York County team want from their IT. They want to be confident it will work as expected, day in and day out. It needs to be responsive and secure — and with Servcom USA's help, that's what they get.

"They're committed to providing high-quality customer service," says Tim. "They support us in our work — they've made donations, recommended resources, and have helped us make connections and grow."



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