EMPOWERING COMMUNITIES AND NONPROFITS WITH TECHNOLOGY
In 2003, Microsoft and a small group of foundations started a capacity-building organization that could provide hands-on technology help to nonprofits in the greater Philadelphia region. At that time no one could have anticipated how much technology would change. The availability of Broadband and Cloud Services has transformed much of what we do, and it has changed what nonprofits expect from us.

We now provide technology services to nonprofit organizations in nearly all fifty of our states and to numerous international nongovernmental organizations (NGOs). These organizations are reaching out to us because they need our support. And because of new technologies, we are able to help.

Changing from a regionally-exclusive organization to an organization with national and international impact is a big step, and one that deserved a new name. In 2012 we rebranded from NPower Pennsylvania to Tech Impact. That has, however, not lessened our commitment to nonprofits in that region. We have helped over 730 nonprofits in the Delaware Valley.

Since rebranding, we have extended our services to provide managed support, voice services over internet, and cloud computing integration and support. We have delivered new applications, templates, and services that enable organizations to focus on what they do best-serving our world with critical needs. It has allowed those organizations to focus on their mission, while we provide state-of-the-art computing platforms and world-class customer service.

We continue to believe in empowering people through technology. Our IT training program for young adults is gaining national recognition. And we’re working on new partnerships that will spread the program to new communities and to develop new programs that keep up with the pace of technology.

We are excited about the growth of our organization and we are excited about helping more organizations than ever to reach their potential. Technology is transforming nonprofits, the people that they serve, and people in our own communities. We could not accomplish this important work without our funders, supporters, and volunteers. Thank you for your commitment as we continue to reach more and more people with our mission to empower communities and nonprofits to use technology to better serve our world.

Patrick Callihan
OVERVIEW & MISSION

WE ARE THE PLACE NONPROFITS CAN CALL TO MAKE SENSE OF ANYTHING FROM LARGE-SCALE TECHNOLOGY PROJECTS, TO MAINTENANCE & SUPPORT.

We have partnered with hundreds of nonprofits around the world since 2003, to help each one realize the potential of technology to achieve their mission and improve outcomes. At Tech Impact, we:

- Maintain and deploy a comprehensive suite of products and services that focus solely on the needs of nonprofits.
- Maintain a network of experts that can help a nonprofit overcome almost any technology challenge. We provide affordable expertise in strategic technology planning, project management, database and application development.
- Provide technology support to nonprofits. Through our Managed IT Services, we can implement and support an organization’s entire technology infrastructure, either in the cloud or on premise.
- Ensure that nonprofits receive every software and product discount available. We accomplish this through our deep partnerships with nonprofits like TechSoup Global and corporations like Microsoft.
- Help young urban adults move into a career in IT through our ITWorks program. This award winning 16-week program gives them the training, certifications, and experience they need to compete for entry level IT positions.
We manage a nonprofit’s entire IT infrastructure, so they don’t have to.

IT SERVICES

Many nonprofit executives prefer that IT be taken off their hands while they focus on delivering their mission. Tech Impact helps nonprofits stop worrying about their day-to-day technology needs.

Tech Impact’s Managed Services is a complete IT support solution that includes proactive maintenance of desktops, laptops and servers, a live help desk, unlimited support tickets, and comprehensive account management.

Our system monitors a nonprofit’s network and notifies us before critical issues arise. We improve the security of the nonprofit’s systems by providing updates, patches, firewall management, and virus protection. And we ensure that nonprofits have enterprise data protection and disaster recovery capabilities for their data.

We manage a nonprofit’s entire IT infrastructure, so they don’t have to.

Help Desk

Tech Impact’s Managed IT Services is a complete nonprofit technology support solution that includes proactive maintenance of desktops, laptops and servers, a live help desk, unlimited support tickets, and comprehensive account management.

Cloud Services and Technologies

Tech Impact helps organizations implement new technologies to reduce their expenses, collaborate more effectively, and work better in the event of disasters. We help organizations eliminate their servers and move to the cloud.

• Cloud-Based Desktops & Servers For Nonprofits
• VoIP For Nonprofits
• SharePoint Online
• Office 365 For Nonprofits
• Cloud-Based Backup For Nonprofits

Telecommunication & Collaboration Tools

Unified communications for nonprofits: phones, email, online meetings and more.

• VoIP For Nonprofits
• Office 365 For Nonprofits
• Webinar And Online Meeting Solutions For Nonprofits
We work and collaborate together anywhere, with Office 365.

We use Enterprise level technology on a nonprofit budget.

If my data could speak- it would say it feels more secure than ever.

My “IT Guy” is a NPO professional, understands our mission, how we work and what we need.

No more time consuming, messy spreadsheets.

Tech Impact provides the tech training and resources we need to be successful.

I do my job. Tech Impact does the IT, together we serve more people.

With VoIP services, I can have calls forwarded to my cell phone so I never miss a call while in the field.

Tech Impact helps organization’s like yours move to true cloud-based storage. Work from anywhere, anytime. Get access to new collaborative tools. And never worry about closing because of lost data.

- SharePoint Online
- Office 365 Do It Yourself (DIY) Implementation Program

Tech Impact offers outsourced data management to nonprofit organizations. With us, you’ll have access to nonprofit professionals who work with nonprofits, and with data, every day.

- SharePoint Online
- Power Business Intelligence
- Salesforce.com
- Dynamics CRM

Nonprofit social media and content marketing for less than the cost of a full time employee to educate and attract donors, volunteers, members, and media integral to your digital marketing success.

- Digital Strategy
- Blogging
- Digital Strategy
- Social Media Services
- Content Marketing
We help nonprofits build capacity through tech so they can focus on their mission and sustain their ability to serve.

CAPACITY BUILDING & SUSTAINABILITY

At Tech Impact we understand that nonprofit organizations are working hard to solve the complex problems our world faces. Due to limited resources and high demands of service, nonprofits may cut corners when it comes to acquiring the most effective and sustainable technologies. Too often we see an organization using outdated technology that’s not only hard to use, but poses a serious risk for the organization if it were to break entirely. We understand that common barriers to adopting technology are time and money. As a nonprofit, we get it. We work hard every day to help organizations circumnavigate these barriers and find a way to tie tech to mission.

We work to help organizations build their capacity to complete their mission and sustain their ability to serve by:

Offering Affordable Services

Our HelpDesk, Data-Support and VoIP Services are affordable, even on a nonprofit budget. We work with your organization to create a uniquely scaled contract fit for your needs.

Creating Technology Solutions Exclusively for NPOs

- Impact CRM, a free template built on Dynamics CRM that integrates with Office365 specifically for nonprofit organizations. It’s free to use and we’re here to support your team optimize it.
- Board Management tool
- Apps, apps, apps...to help manage the daily tasks like tracking paid time off, expenses, and other resources.

Aggregating Technology Resources

- Free Webinars: we offer around ten each month. Each webinar is aimed to increase nonprofit staff’s IT IQ, and equip them with the knowledge they need to make educated decisions about IT for their nonprofit.
- Free Downloads: Whitepapers, case-studies, workbooks, guides and eBooks written on a variety of technology tools and subjects. Available in the Resource Hub of our website.

Empowering through Workforce Development Programs

Our programs empower the communities we work and live in:

- As of August 2015 we’ve graduated over 200 ITWorks Students
- Approximately 10% of those students work in IT in nonprofits, government organizations and hospitals
- By 2020 we plan to have graduated over 700 ITWorks students.
- Each ItWorks graduate is equipped with at least one IT certification, qualifying them for gainful and needed employment in the NPO sector.
We help nonprofits build capacity through tech.

We’ve Graduated

Over 200 ITWorks Students

By 2020, we plan to have graduated

Over 700 ITWorks Students

AS OF AUGUST 2015,

We’ve served

10 Free webinars a month

THOUSANDS of nonprofits in almost every state (and in some cases, around the world)

SINCE 2002,

Top 3% of Office 365 Implementers

WE OFFER AROUND
First 5 Shasta, located in Shasta County, California, is an organization dedicated to supporting programs for children in the first 5 years of their development. As a smaller organization, made up of around 8 part-time staff members, First 5 Shasta could only allocate 1% of their budget to maintaining the organization’s existing technology. After learning about Tech Impact’s services, First 5 Shasta prepared a cost-analysis and found it was significantly cheaper to work with Tech Impact for all their IT product and support needs. The first item to be upgraded was the failing server. Tech Impact created a backup of the server with npVault and moved all the files to the cloud with Office365 and SharePoint so staff could continue working. The next upgrade was to the phone system, implementing Tech Impact’s npTalk service, which now allows the organization to make long distance calls at no cost. “When the server finally died, we had nothing, so I’m very happy with SharePoint and how it all came out, considering we did it all so quickly,” Mary adds, “And I continue to say the Help Desk is priceless. I can email them [Tech Impact], or call them with any problems and they are able to connect remotely to our devices to troubleshoot, and the level of service and awareness remains consistent, no matter who is on the other line.” Now, First 5 Shasta only uses 0.5% of their annual budget for all of their IT needs, allowing the organization to invest more time and money into growing children.
**SHAREPOINT**

**World Federation of United Nations**

WFUNA has offices in New York, Geneva, and Seoul with a server in New York that Geneva also accessed via VPN.

Tech Impact created sites and migrated their files from their NY server and Dropbox files that were being used in Seoul. They now have one location for all of their information and no longer relying on syncing files with Dropbox or troublesome VPN connections.

*“It was a pleasure working with TechImpact on our SharePoint migration. Gabriel, our consultant, was incredibly patient and communicative throughout the preparation, process and trainings. With offices in three countries, sharing files is now a more accessible and streamlined experience.”*

– Enid Portuguez, Digital Media Officer, World Federation of United Nations

**VOIP**

**Tulsa Area United Way**

TAUW provides technical assistance to its Partner Agencies through its NTech Collaborative program. Tech Impact has worked with NTech Collaborative to provide Office 365 donation assistance, email migration and SharePoint services to TAUW, as well as dozen of their Partner Agencies. The success of Office 365 and SharePoint migrations has encouraged TAUW and several of its Partner Agencies to explore Tech Impact’s VoIP services. TAUW’s need to have 28 phones year round and then temporarily add an additional 24 phones during their three month campaign season make VoIP a great choice. That flexibility and added value of enterprise-level functionalities and business continuity/disaster recovery aspects at TechImpact’s affordable nonprofit pricing, made a TechImpact VoIP phone system an obvious choice.
We touch hundreds of organizations every year representing every nonprofit sector and span (and in some cases,)

OKLAHOMA CITY, OK
Oklahoma Child Care Resources and Referral Association

“While OCCRRA is busy providing the Oklahoma community with quality childcare resources Tech Impact manages their IT. With IT support like the Help-Desk and reliable cloud-based technology like Office 365, OCCRRA doesn’t need to worry about technical mishaps disrupting their work. Their staff can access email, calendars and files remotely and an IT expert is just a phone call away if they’re ever in need.”

REDWOOD CITY, CA
Center for Excellence in Nonprofits

“Tech Impact’s team managed complicated migration; they provided a timeline for key steps of the process, worked around the 3-hour time difference, and delivered clear customized training for Office 365. Having Tech Impact as a resource has elevated our organizations efficiency.”

ORGANIZATIONS WE SERVE
OUR LOCATIONS
FEATURED SUCCESS STORY
CHICAGO, IL
Chicago Architecture Foundation

"Tech Impact provides Managed Services to ensure that the network is properly maintained. This is accomplished with automated maintenance, proactive anti-virus software, and a helpdesk available to all users. In addition, Tech Impact has helped to architect a stable lab environment that allows the Foundation to teach about architecture through the use of MindCraft."

PHILADELPHIA, PA
Philadelphia Zoo

"Tech Impact worked with the Philadelphia Zoo to help them with their new mobile application. Tech Impact provided expertise around mobile app development and helped the organization select a vendor."

A REPRESENTATIVE LIST OF OUR PARTNERS

The Northeast Region
Manomet Center for Conservation Sciences
Special Olympics Massachusetts
PAWS for People
American Hiking Society
Arts and Humanities Council of Montgomery County
My Father's House
Cooperative Business Assistance Corporation
New Jersey Audubon Society
Volunteers of America Delaware Valley, Inc.
National Development Council
Prevention Point Philadelphia
Nationalities Service Center
MANNA
The Philadelphia Zoo
Disability Rights Network of PA
African American Museum of Philadelphia
Central Montgomery Mental Health/Mental Retardation Center
The Village

The South Region
Delaware Community Reinvestment Action Council, Inc.
Rodel Foundation of Delaware
Boys and Girls Club of Delaware
Brandywine Counseling
Read Aloud Delaware
Armory Arts Center
Heart of Florida United Way
SETAC North America
KY Nonprofit Network
Tulsa Area United Way
Greater Kingsport Family YMCA
Almost Heaven Habitat for Humanity

The Midwest Region
Venture Dairy
CHICAGO ARCHITECTURE FOUNDATION
Northshore Health Centers
Parents as Teachers
Habitat for Humanity of Omaha
Stevens Point Area YMCA

The West Region
Abilities United
Alameda County Meals on Wheels
Center for Excellence in Nonprofits
Southwest Conservation Corps
Easter Seals Hawaii
The New Mexico Water Collaborative
ACLU of Nevada
Washington State Golf Association
First 5 Shasta
Taproot Foundation
10,000 Degrees
The Trust for Public Land
BUILD
Southwest Conservation Corps
Easter Seals Hawaii
The New Mexico Water Collaborative
ACLU of Nevada
Washington State Golf Association
ACLU of Nevada
Washington State Golf Association
Museum of New Mexico Foundation
ITWorks is Tech Impact’s award-winning 16-week technology training program offered free of charge to young adults ages 18 to 26. ITWorks provides its students with technical training leading to two industry–standard IT certifications, 100+ hours of professional/soft skills training, a 5-week (minimum) IT internship, a mentor, and connections to dozens of potential employers.

Launched in 2009, ITWorks currently operates classes twice a year in two locations: Philadelphia, Pennsylvania and Wilmington, Delaware. In 2015, ITWorks expanded into Las Vegas. Tech Impact’s unique relationships with top technology executives and nonprofits provides ITWorks with hundreds of volunteers, and ensures graduates have an advantage in the job marketplace. Our graduates work in IT positions at Accenture, Barclays, Capital One, Independence Blue Cross, Comcast, and many other organizations.

We train ITWorks students to secure entry-level tech positions and change their income potential for life.
Janelle, an ITWorks graduate, is a prime example of how ITWorks affects concrete change. Janelle was a star pupil in high school, but she was struggling to support herself without a college degree. Low-wage hourly positions were all she could find and going to college was financially out of the question. She was at a job fair when she found ITWorks. Janelle is now a full-time service desk support representative for the State of Delaware Department of Technology and Information.

We have seen Janelle come full circle: She is now a confident, successful IT employee and has returned to our program as a volunteer, hosting Friday soft-skills sessions on Customer Service, motivating students, and giving back to the program which changed her life.

“ITWorks has given me another perspective at life. I learned to be more confident and to never limit myself. It has also taken me from being that wandering person looking from the outside in – to being on the inside looking up.”

Ariel has always been a hard worker. He joined ITWorks after working at his family market in the Frankford/ Kensington area of Philadelphia and attending Kutztown University for a year. He joined ITWorks to continue his strong passion for technology that drives his desire to succeed in this dynamic industry. After successfully completing the coursework and earning his Cisco IT Essentials and CompTIA A+, Ariel interned at Independence Blue Cross. He worked under a previous ITWorks graduate looking to give back to the program. As the internship came to a close, Ariel accepted a full-time position with Independence Blue Cross over several other opportunities. Ariel was hired on the Service Delivery and Desktop Support Team at Independence Blue Cross after an extended Spring 2014 internship with IBC.

FUNDERS

Delaware:
Bank of America
Barclays
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City of Wilmington
Delaware Department of Labor

Pennsylvania:
The Pew Charitable Trusts
The Philadelphia Foundation
PNC Foundation
SAP America
United Way of Greater Philadelphia and Southern New Jersey
Wells Fargo

JPMorgan Chase & Co
The Laffey-McHugh Foundation
The Longwood Foundation
New Castle County of Delaware Welfare Foundation
WSFS Bank

The Connelly Foundation
The Lehigh Valley Community Foundation
The Longwood Foundation
The Philadelphia Foundation
PNC Foundation
SAP America
United Way of Greater Philadelphia and Southern New Jersey
Wells Fargo
We are global IT leaders committed to support the work of nonprofits in communities around the world.

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