



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

Tech Impact (formerly NPower Pennsylvania)

Organization URL:

www.npcloud.org

Project Name:

npCloud: Nonprofit Cloud Technology Services Suite

Please select the category in which you are submitting your entry:

Philanthropy

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

At Tech Impact (formerly NPower Pennsylvania), we see a dramatically different world ahead for nonprofits. It is a world in which terabytes of data are being collected every second; mobile technology is giving a powerful computer to even the most challenged people; technology is an integral part of every position, from the Case Worker to the Executive Director; and impact is judged not just by local standards, but by global standards. These changes are exciting and positive in many ways. The reality is, however, that many important nonprofits are in danger of being left behind because they lack the capacity to respond to these challenges. This reality endangers the very fabric of our communities: communities that depend on nonprofits for critical services. Tech Impact has over

a decade of experience working with nonprofits in every sector and has connections across the industry. We believe that "the cloud" levels the field for all nonprofits. Organizations that adopt cloud-based IT infrastructure, and services in the cloud, no longer have to struggle with their basic computing. Through Tech Impact's npCloud suite of nonprofit cloud technology solutions, we bring cloud-based services to nonprofits. We partner with the best software and hardware companies, such as Microsoft, to ensure our solutions are enterprise-class and extremely affordable (to the point where cost is not a barrier). For successful implementation and adoption, we need to be able to reach nonprofits everywhere. Our partnership with TechSoup has made npCloud's services accessible by a wide variety of charitable organizations at discount rates. Tech Impact provides the education and wrap-around implementation and supportive services to ensure that nonprofits can focus on their missions.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

npCloud was made possible to this stage by the visionary support of the JPMorgan Chase Foundation. The JPMorgan Chase grant project was launched in December 2011. Prior to npCloud's launch, we conducted a study of technology challenges of JPMorgan Chase grantees. We were able to identify four areas where nonprofits were deficient in regards to technology disaster preparedness. It was also determined that nonprofits need better, and more resilient, solutions in three areas in addition to data backup: e-mail, phones, and file sharing. During the project, Tech Impact and JPMorgan Chase developed an innovative Cloud-Readiness Assessment tool that helps nonprofits understand their current technology and create a road map for moving to the cloud, and draws the link between technology issues and the impact on their missions. The grant project's findings and recommendations resulted in the development of npCloud, which was launched in January 2012 with the introduction of npVault. Tech Impact has partnered with the best software and hardware companies to develop npCloud's suite of affordable, enterprise-class cloud-based solutions: -- npVault was developed to address the issue of off-site data backup, providing secure online backups and offering proactive monitoring, file restoration, and disaster recovery. -- npOffice, built on Microsoft's industry-leading Office 365 solution, offers secure, anywhere access to email and calendars, Office Web Apps, instant messaging, conferencing, and file sharing. Tech Impact provides the configuration, migration of data, and ongoing support. Our unique philanthropic relationship with Microsoft ensures nonprofits get the best pricing on these tools. -- npTalk's hosted PBX phone systems extend the tools nonprofits need to work from anywhere to their office phones, at a price that they can afford. -- npBase gives nonprofits access to maintenance-free servers and/or desktops in the cloud for a flat monthly fee.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Phase I: Assessment (complete). Tech Impact, in collaboration with JPMorgan Chase volunteers, created and delivered 25 data backup assessments. These organizations received a Network Attached Storage Device (NAS) for on-site data backup, and 5 gigabytes of cloud storage. This ensures the organizations' most critical documents are fully protected and backed up to a secure data center. Phase II: Off-site backup solution (complete). npVault was developed to address off-site data backup, providing secure online backups and proactive monitoring, file restoration, and disaster recovery. Tech Impact works with nonprofits to identify files to be backed up, and configures, manages and monitors these backups. npVault has been implemented at over 100 nonprofits nationwide. Phase III: Education (in progress). Tech Impact is educating nonprofits and funders about nonprofit data security and indestructibility. Tech Impact and JPMorgan Chase developed an innovative Cloud-Readiness Assessment tool that helps nonprofits understand their current technology and create a road map for moving to the cloud, and draws the link between technology issues and the impact on their missions. Our first group education session was held in December and we will deliver at least three sessions in January and February, including one session focusing on educating Foundations on their grantees' disaster preparedness. Each participating nonprofit will be guided through the assessment tool and will receive free npVault services through the grant. Our goal is to fully educate at least 50 nonprofit agencies and at least 5 area foundations. Phase IV: Develop and implement cloud-based solutions (in progress). Tech Impact partnered with the best software and hardware companies to develop npCloud's suite of cloud-based solutions. We are implementing npCloud's solutions where it best fits nonprofit organizations' needs, and have the opportunity to impact millions of organizations around the globe.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

Children's Scholarship Fund of Philadelphia provides kindergarten through 8th grade scholarships to low-income families. npCloud helps keep the organization running smoothly. Ina Lipman, Executive Director, explains, "We're a nonprofit, and they really gear their services to that world beautifully. If we have a down period because of compromises in our technical equipment, we're in trouble, and the phone calls that we're not getting from families is a serious matter. npCloud's

service is consistent, and it's strong, and the technical support by npCloud has been terrific." The ARC of Philadelphia and PDCC provides advocacy and better quality of life for adults and children with developmental and intellectual disabilities. Mia McGuire, Associate Director of Administration, says, "We support 500 to 600 people a day who have disabilities. Our records are very important, because that's our contact information for families and for the people who come here, and losing that type of data would be awful. npCloud is peace of mind, and that makes us able to do our jobs better. We can focus on what we're really here for, which is the people that we serve." New Jersey Academy for Aquatic Sciences specializes in aquatic education, outreach, and research. It offers 8th-12th grade students a rigorous afterschool curriculum learning aquatic and environment science. Barbara Kelly, Director of Development & Communication, says, "We use technology in a lot of different ways. We have a distance learning program, where we interface with schools across the country. I use it to communicate with funders and make sure that everybody has the information they need. We need technology, and we rely on it to be able to do pretty much everything. With our email now being in the cloud, we're able to get it from anywhere."

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

The npCloud suite is a notable advancement that can be adopted by any nonprofit organization. We no longer have to be in a nonprofit's office to service or maintain them, so we can work with nonprofits anywhere. In the short months since npCloud's launch, we have completed npCloud implementations from the Silicon Valley to Boston, from Philadelphia to Dehli, from Texas to the U.K. Tech Impact, through the power of its relationships, made these enterprise-class technologies available and affordable to all nonprofits, anywhere. Tech Impact provides the services that ensure the proper implementation of and migration to these new technologies, as well as ongoing support. We are already among the national leaders in Office 365 deployment and support with over 3,500 mailboxes under management. We know how to deliver these migration services efficiently and at scale. As a TechSoup Global partner, we have the opportunity to reach 70,000 additional organizations. Our target market is the over 3.4 million nonprofits around the globe with operating budgets between \$100,000 and \$10,000,000. All 501c3 organizations and NGO's are eligible, with a few exceptions. Tech Impact's innovative Cloud-Readiness Assessment tool generates a comprehensive and easy to understand report about which services can and cannot be moved to the cloud, the costs of moving services to the cloud, and the benefits. This tool can be used by any nonprofit organization, and can be tailored to address their specific missions, programs, technologies and risks.



npCloud helps protect nonprofits against catastrophe, so nonprofits never have to worry about losing data again. It improves the accessibility of workplace tools, so nonprofits' staff can work from anywhere. And npCloud saves organizations money so they can use those dollars for more important things, like their missions.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

JPMorgan Chase has been a steadfast partner throughout this project. Tech Impact would like to recognize Daryl Graham, Vice President - Relationship Manager, JPMC Foundation, and Mike Zbranak, Chief Information Officer, Chase Mortgage Bank (and a member of Tech Impact's CIO Council). We would also like to thank their dedicated team of volunteers who provided hundreds of hours of their time to make this project a success.