

Client: MSPU- Nothing But Net
Project: Case Study 3
Date: May 29, 2007

Nothing But NET Helps ABIL Help the Disabled Upgrade of Systems and Software Expands Organization's Capabilities

Challenge:

- Wanted a complete upgrade of all computer systems
- Needed expertise in equipment selection and implementation
- Needed to incorporate special programs for the disabled into IT system
- Wanted fast response to IT problems

Solution:

- Hired Nothing But NET

Results:

- All ABIL centers now running on state-of-the-art equipment
- 24/7 remote maintenance reduces downtime

Arizona Bridge to Independent Living (ABIL), a powerful voice for the disabled community in Arizona, offers programs designed to empower people with disabilities to build independent lives. With 72 staff members, approximately 1400 personal assistants and several hundred volunteers, ABIL has offices in Phoenix, Mesa and the West Valley, all dedicated to equal opportunity and full inclusion of people with disabilities into all aspects of community life.

Three years ago, ABIL Operations Director Anne Pasco realized that the nonprofit organization's IT system had fallen into disarray. A combination of older equipment and equipment that wasn't working right, plus outside IT support that wasn't always dependable, resulted in an unreliable situation that was hampering ABIL from helping the people it is pledged to serve. Hoping for a solution, she called Nothing But NET, a premier network service provider offering expertise in a wide range of technical skills.

"We needed someone to come in and look over our system and put it back in order," Pasco remembers. "After a comprehensive review, Nothing But NET put together a proposal of what they could do for us to get everything working."

Following the company's recommendation, ABIL selected Cisco Voice Over IP, which would require additional work on the company's phones and IT system. "We took their advice on what we needed to get our offices in good operational order," Pasco said. "The transition was smoother than anyone expected. The people at Nothing But NET were excellent to work with. They put our IT infrastructure in place, and made sure we had all the licenses we needed. It was a relief to have IT personnel that knew something other than 'tech-speak' – they spoke to us like regular people so we knew what was happening."

As a result, ABIL now has more staff working from home offices thanks to their improved system connectivity, and a videoconferencing system that has also simplified communication between the organization's five Arizona centers.

Since much of ABIL's work involves helping people who are blind, Nothing But NET installed JAWS software, a program designed to work with a speech synthesizer to improve the productivity level of the visually impaired. By streamlining keyboard functions, automating commands, and eliminating repetition, JAWS allows the operator to learn faster and easier than ever before. "Nothing But NET was able to upgrade the JAWS software and make it work with our system," Pasco said.

In the three years since the initial implementation, Nothing But NET has continued to advise ABIL on upgrades and other system modifications, and monitors the organization's systems to address problems before they can impact end users. "They have fixed problems for us when we didn't even know something was happening, and there wasn't any downtime from the situations they handled," Pasco said. "Their Help Desk always responds quickly, and when they have to be on site the response time is excellent.

"Nothing But NET has really instilled confidence in us to be able to call them with any situation, and we know they'll take care of it. We're very happy to be working with them."