

## MUTUAL GROUND

### MANAGED IT DELIVERS PEACE OF MIND



**Michelle Meyer**  
Executive Director

Mutual Ground is an organization providing education, awareness, and life-changing services that empower individuals, families and communities to end the cycles of domestic and sexual violence. Like many non-profits, the organization has a limited IT budget, which meant staff often had to improvise or manage IT themselves.

**“Working with Elevity’s Managed IT Service means I can stop worrying about technology and focus on doing my job.”**

#### The Challenge

When Michelle Meyer became Executive Director of Mutual Ground in 2011, the organization did not have a centralized email or case management system and client records were stored on index cards.

The organization enlisted the help of an IT consultant to upgrade its office technology, but the group’s IT needs were too complex for one person to manage. “Elevity was already our copier provider, so I knew the company offered excellent service,” Meyer says. “When I found out Elevity offered Managed IT as well, I knew they would be a good fit.”

#### The Solution

Because Mutual Ground had a limited budget, Elevity took a phased approach to upgrade the organization’s infrastructure. Our analysts made an inventory of hardware warranties and software licenses, taking care of the most pressing needs first. “I don’t have the time or credentials to be an IT person,” says Meyer. “Working with Elevity takes IT off of my plate so I can focus on what we need to do to fulfill our mission.”

#### The Results

With Elevity’s Hardware as a Service (HaaS), technology is managed and upgraded according to an orderly plan. Elevity’s local vCIO meets regularly with Mutual Ground to develop and execute a strategic, long-range technology plan. “Before we had Elevity’s Managed IT, I felt very disorganized and our technology could be a burden,” says Meyer. “Now, I have peace of mind knowing our technology is up-to-date and we have a technology roadmap for the future.”

