CASE STUDY

Comprehensive IT Solutions for
Nativity BVM Church

Overview

Nativity BVM Church, located in Media, PA, has relied on KDI Office Technology for IT support since 2009. The church benefits from KDI's comprehensive managed services and IT hardware solutions, ensuring their technological needs are consistently met with the highest standards. Currently, KDI is assisting with the church's phone system upgrade and is transitioning to manage their Office 365 services.

"KDI has been our IT support for so long they almost seem like family! When we encounter an IT issue, KDI responds quickly and often the problem can be resolved remotely. When we need a physical presence, James Carson, our vote for #1 technician, arrives on site, locates, and corrects the issue quickly. He's professional, knowledgeable, and has a pleasant personality. Between James and Melissa Weber, who walks us through purchasing any new hardware, KDI is the best!"

Donna Tustin, Financial Assistant
Nativity BVM Church

Introduction

Organization: Nativity BVM Church
Industry: Religious/Nonprofit
Location: Media, PA
Technology Partner: KDI Office Technology

Challenge

Nativity BVM Church faced challenges in maintaining a secure and efficient IT environment that would ensure smooth operations and support their growing technological needs. This included ensuring robust cybersecurity, managing IT hardware, and upgrading essential communication systems like phones and Office 365.

Solution

KDI Office Technology implemented a range of IT solutions to support Nativity BVM Church:

- Managed Services Software: Provides 24/7 monitoring of devices, ensuring proactive security patching and comprehensive ransomware protection through Sentinel One EDR.
- Unlimited Remote Support: Enables quick resolution of IT issues, minimizing downtime and maintaining operational efficiency.
- Integrated IT Solutions: Acts as a one-stop shop for all technological needs, from multifunction printers to phone systems and Office 365 management.

Results

- Enhanced Security: Proactive security measures and comprehensive monitoring give the church peace of mind, knowing their network is protected with the latest technology.
- Improved Efficiency: Unlimited remote support and prompt onsite assistance from skilled technicians like James Carson ensure quick issue resolution, enhancing productivity.
- Reliable Partnership: KDI's consistent support and expert guidance have made them a trusted partner for Nativity BVM Church, providing solutions that align with their needs and fostering a familial relationship.

Conclusion

KDI Office Technology has successfully supported Nativity BVM Church by providing comprehensive IT solutions that enhance security, efficiency, and collaboration. Their proactive approach and personalized service ensure the church can focus on its mission with confidence, knowing that KDI is a reliable partner in their technological journey.

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