



New Jersey Association of the Deaf-Blind, Inc.

CUSTOMER

NJADB

INDUSTRY

Non-Profit

URL

www.njadb.org

CLIENT INFORMATION

Founded in 1978, NJADB is New Jersey's only private, non-profit organization providing support and services for people who are deaf and/or blind.

Required Simplified IT on Not-For-Profit Resources

Social services and quality of life issues are the operational focus of the New Jersey Association of the Deaf-Blind, Inc. (NJADB). In support of this focus, the organization seeks, "means of increasing efficiency and operations using technology" says Jennifer Rector, Executive Director of the organization. She adds however, "without a dedicated IT staff, this task has been a challenge". With support for its Windows NT 4.0 server having expired long ago, and operating costs continuing to rise, NJADB was experiencing the pain and expense of outdated IT infrastructure.

Considering its lack of IT staff and a limited budget, this not-for-profit organization needed a solution that would resolve more than just server issues, but that would also address its lack of IT services. The organization did not have a reliable backup solution and needed one that wouldn't bear too heavily on the time of employees, whose efforts were better spent serving the deaf-blind community. As the organization deals with personal

health records and service plans, the new solution would have to support the NJADB in maintaining compliance with the Health Insurance Portability & Accountability Act (HIPAA). In addition, employees needed the freedom to work remotely with ease, and since all of the organization's employees are non-technical, there couldn't be any interruption or change to the user experience.

The NJADB's need to modernize its IT infrastructure and services prompted Rector to look for an affordably-priced, complete IT solution that would not disrupt the user experience so that staff could remain focused on the work of the organization, not on IT changes.

A Complete IT Infrastructure Server Solution

NJADB solicited proposals for a new solution. Both out-sourced and Microsoft SBS-based solutions were offered, but none were affordable enough, nor did they directly address the organization's

CHALLENGE

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SOLUTION

Nitix and a Mark II Net Integrator server.

RESULTS

Overall efficiency was significantly increased by eliminating legacy systems and there has been a reduction in the amount of time and money dedicated to maintenance.

New Jersey Association of the Deaf-Blind

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Having an all-in-one solution, maintenance costs have been nearly eliminated. Our budget can now be focused on more progressive IT projects rather than putting out fires and applying band-aids.

”

Jennifer Rector
New Jersey Association
of the Deaf-Blind

About Net Integration Technologies Inc.

Net Integration provides easy-to-use and affordable networking infrastructure for small businesses. Serving the needs of those with little or no in-house IT expertise, Net Integration enables businesses to quickly get up and running, and focus on business, rather than worry about IT. With highly reliable automated data back-up and disaster recovery solutions, Net Integration protects customers from inadvertent loss of critical data.

Based on robust Linux technology, Net Integration's self-managing operating system, Nitix, has over 11,000 installations worldwide, and does not require Linux-specific knowledge. Net Integration has an extensive global network of resellers and strategic partnerships with IBM, NTT, Ricoh, and Sage Software.

www.nitix.com

needs. Rector contacted NJADB's IT consultant, James Mikusi Owner/Operator and Information Architect of iKong, LLC. Mikusi understood his client's desire to find a complete solution that wouldn't drastically change their environment or create a huge learning curve for their staff: "I know what Nitix has to offer, and considering that competing solutions would require multiple vendors, which would lead to increased upfront costs, and potential maintenance costs, Nitix was the obvious solution for NJADB's requirements and budget"

Mikusi assisted NJADB in replacing its Windows NT 4.0 server with a Net Integrator Mark II server, powered by Nitix. The transition awakened the NJADB staff to realize a world of IT services was now at their fingertips. Had they chosen to go with a competing solution or multiple vendors, they simply would never have been able to afford the myriad array of IT services to which they now had access. Before implementing Nitix, the maintenance costs of their Windows server infrastructure posed an obstacle. Now, with Nitix, they had a complete solution that rolled IT services into the package with infrastructure.

The patented Nitix backup technology, Intelligent Disk Backup (idb), addresses NJADB's need for a reliable backup solution by ensuring the organization can backup its data to the server without human intervention, and as often as every 15 minutes. The Nitix mail logging facility aids in maintaining NJADB's HIPAA compliance. And, Nitix VPN and webmail services enable NJADB to facilitate its staff to work and access files remotely – whether working from home or on the road – and its eight group homes to have access to office email. Most importantly, with Nitix ExchangeIT technology, employees continue to use MS Outlook, so they can barely detect that IT changes have been made because there has been no change to the user experience.



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Focused Results Keep Users Focused on Work, Not on IT

NJADB found Nitix to be a complete IT solution that enabled the organization to modernize its IT infrastructure and services, keep costs to a minimum, and allow employees to stay focused on the work of the organization rather than on IT issues. Overall efficiency was dramatically increased by eliminating legacy systems and there has been a reduction in the amount of time and money dedicated to maintenance: "Having an all-in-one solution, maintenance costs have been nearly eliminated. Our budget can now be focused on more progressive IT projects rather than putting out fires and applying band-aids" says Rector. In addition, she says, "We have been able to benefit from many of the Nitix basic features - features we may not have otherwise invested in, such as idb, VPN, and webmail. Our staff was able to maintain productivity with Outlook but enhance their usage with ExchangeIT". Mikusi adds, "As an administrator, I find Nitix simple to administer and I enjoy the single point of contact". NJADB has had such a positive experience that the organization will move forward and work with Mikusi on upgrading the legacy Windows server in its Finance department. The organization will add a second Net Integrator Mark II server to its environment, this time powered by Nitix for Sage Accpac ERP, optimized for its accounting needs.



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