



solutions that work

SECURE AND COMPLIANT

GOODWILL EASTERSEALS MIAMI VALLEY UPDATED INFRASTRUCTURE FOR INCREASED SECURITY, RELIABILITY, AND COMPLIANCE



CASE STUDY



EXECUTIVE SUMMARY



DILEMMA

Ensuring technology in retail stores remained compliant with PCI standards and enabled uninterrupted retail operations.



SOLUTION

Designed and deployed and Emerge NAAS solution in all 34 retail locations.



RESULTS

All retail operations are enjoying updated network infrastructure resulting in increased security, reliability and compliance.

AN INDUSTRY FACING CHALLENGE

To meet their sustainability goals, nonprofit organizations must focus on fundraising, staff and volunteers, program development and other mission-driven initiatives.

Oftentimes, technology becomes a lower priority so organization impacting technologies like management, support, and strategy fall to the wayside.

upgrades to ensure uptime and availability of their POS systems and assurance of PCI compliance.

Goodwill Easter Seals Miami Valley is not a big national retailer and didn't have the resources of large retail outlets available to keep current and compliant with new technology that typically requires large capital investment.

BARRIER TO REVENUE

Steve Couturier for Goodwill Easter Seals Miami Valley supports 35 locations in the Miami Valley Area. Ensuring that technology is highly available to continue revenue generation while remaining compliant with industry requirements is critical.

The aging network infrastructure was aged and becoming antiquated resulting in technology that was at risk for downtime if the sites internet connections dropped in addition to looming issues of remaining PCI compliant.

Steve was faced with the increasingly pressing task to address the need for

THE FITTING SOLUTION

Emerge proposed a solution for Goodwill Easter Seals Miami Valley to design and deploy Network as a Service, allowing the refresh and upgrade their network infrastructure in each of their retail locations utilizing operational expenditure rather than capital expenditure. This solution facilitated high availability of retail systems utilizing redundant internet connections at each site. This included wireless capabilities for staff and guests to enhance the overall retail experience. Finally, the solution includes Emerge Managed Services, so that Goodwill Easter Seals Miami Valley can rest assured that the networks are constantly being watched and cared for proactively.

85%

OF NON-PROFIT ORGANIZATIONS SAY THEY SHOULD BE USING TECHNOLOGY SOLUTIONS MORE THAN THEY DO.

AN ORGANIZATION WITH PURPOSE

-ABOUT GOOD WILL EASTER SEALS MIAMI VALLEY

Providing job training, employment placement services, and other community-based programs for people who have barriers preventing them from otherwise obtaining a job.

GWESMV's vision is to make it possible for all people to live, learn, work and play with full inclusion in the life of the community.

In 1934, they opened our doors as a goodwill affiliate and focused on

assisting people to live independently through job training and job placement services. This important endeavor, in the community, was based on the goodwill model of focusing on empowering people through the dignity of work.

In 1999, they combined with another mission-focused organization known as easterseals, which gave them the opportunity to serve children and seniors, thus broadening our scope of support for the communities they serve.

Today, this powerful combination known as Goodwill Easterseals Miami Valley serves people with disabilities and other needs in 23 Ohio counties and numerous local communities, from Lima in the north, Middletown in the south, Greenville in the west, and Urbana and Bellefontaine in the east.

TOP 3 NON-PROFIT TECHNOLOGY CHALLENGES:

- ACCESS TO NECESSARY TECHNOLOGY
- OUTDATED SOFTWARE
- TECHNOLOGY / SOFTWARE / HARDWARE FAILURE



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