



SILICON PLAINS &



Case Study

Who is Pride?

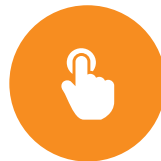
Pride was founded in 1976 in Bismarck, ND with the mission to serve people of any age with intellectual or developmental disabilities. Today their 20+ locations and 200+ staff carry on that mission.

CHALLENGES

An organization of the size and complexity of Pride needed an IT and cybersecurity partner who is able to communicate with them to solve problems that affect hundreds of users. Poor help desk and customer service was causing delays, no standardization, and lack of resolutions for Pride.

SILICON PLAINS' SOLUTIONS

Silicon Plains works closely with Pride to ensure they get fast, professional, and proactive service, coupled with cybersecurity and infrastructure management.



Professional Service



Cybersecurity



Infrastructure Management

BENEFITS

Professional Service

1

Working with Silicon Plains has brought more concise and consistent communication allowing Silicon Plains to feel more like an extension of Pride's team rather than a 3rd party.

Cybersecurity

2

Improvements and standardization in cybersecurity now has Pride more secure and ready to face an unknown cybersecurity environment.

Infrastructure Management

3

Improving the way their IT infrastructure was managed means Pride now knows what to expect from their hardware, allowing for a consistent replacement schedule.

Would Pride Recommend Silicon Plains to Other Nonprofit Organizations?

"I would absolutely recommend Silicon Plains to any organization that is looking for a dependable team of certified professionals with 24/7 service."

The Best Part About Working With Silicon Plains

"The teamwork. I feel like I have a quality team of people around me that I can rely on and count on when it comes to the IT needs of our org."

-- Chance Clark
IT Manager, Pride Inc.



SILICON PLAINS



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