

Simple Advantage is a help desk and IT support service that may include support and management of your organization's computers, servers, and other devices; maintaining your digital security; and system backups.

Having all of this taken care of quietly and behind the scenes is a great advantage. A Simple Advantage. You can focus on your core mission.

In short, managed IT service providers take responsibility for your IT services for a fixed monthly fee to make sure your employees can work efficiently and aren't interrupted by IT problems. Simple Advantage service costs are dependent on the scope of the work involved. Generally, costs are fixed and charged monthly. They're based on the number of machines, servers, and locations supported as well as any additional services required, such as systems backup, data analysis, and implementation or migration work.

We realize that many nonprofits rely heavily on their IT services working well and consistently, but they do not have in-house staff who can handle sophisticated levels of technology support and networking. Spending time away from your core mission is a poor use of resources and time. In this way, Simple Advantage can save nonprofits both time and money.

*“In order to compete in new fundraising world, you need to have powerful systems that work all the time. NPS with our Simple Advantage program can help get you there and keep you running. This is the same platform of services that I used when I was an Executive Director. It helped us grow 300% in 4 years. “*

*- Kent Clark.*

We do not recommend the "wait until it breaks" method of tech support. **“Wait until it breaks” results in lower performance and reliability of your IT systems, which in turn reduces your organization's productivity and impact.**

An intangible result of “wait until it breaks” is that it lowers the confidence of your staff that the organization is being run properly. Do not discount the lowered morale of the staff when the tech equipment they rely upon is not working.

Proper hardware management ensures your desktops, laptops, servers, and other devices are properly working, networked, and backed up, and have updated security and current software updates loaded. Security includes a managed firewall, policies, and an antivirus and anti-malware suite. Instead of dealing with changing tapes, tracking backups, and dealing with backup targets, you can take advantage of an operations continuity service, which backs up your data for you.

It also provides a full operations continuity plan in case a snowstorm, hurricane, earthquake, or other event disrupts your operations. This service manages and monitors your Internet, phone circuits, VPNs, switches, wireless access points, and network room components such as servers, storage, network printers, and key network devices.

A managed service provider can act as an extension of your IT department by taking care of routine IT tasks. That frees up your staff to focus on their jobs and this will improve your operations.

Note that most managed IT service providers work with for-profit businesses, so it's important to make sure that whatever managed service provider you choose is familiar with nonprofit needs and constraints. This is where NPS shines. We are built around serving the needs of nonprofits, so much so it is in our name, Nonprofit Services (NPS).

Spend your time on your mission rather than on managing technology issues. Dealing with areas outside your expertise is stressful, and problems in these areas may cost thousands of dollars. You can greatly reduce your stress and costs by aligning with Simple Advantage.