

“eGuard makes my job easier by always letting me know ahead of time what the full plan is. I feel very comfortable with the eGuard staff...they are very customer-focused and easy to talk to.”

ANITA JOSHI
Director of Technology
and Database,
National Investor
Relations Institute

HOW eGUARD TECHNOLOGY SERVICES HELPED NON-PROFIT CREATE A FULLY CONTROLLED CLOUD SERVER

Since 1969, the **National Investor Relations Institute** (also known as NIRI) has functioned as the professional association of corporate officers and investor relations consultants responsible for communication among corporate management, shareholders, securities analysts and other financial community constituents. Because NIRI has a mission that's built on advancing the practice of investor relations, the organization also needed to ensure its technology tools reflected this. Tasked with this goal was Anita Joshi, NIRI's Director of Technology and Database, who has been with the organization since 2008. As a small non-profit, Joshi always must have the idea in mind of the best and highest level of technology services at a price point that fits into NIRI's budget.

Because of Joshi's network engineering background, she initially began her tenure at NIRI doing most of the IT work herself. However, when she realized the goal of wanting to be more proactive than reactive, she knew outside help was needed. It was at that time when she connected with Khaled Farhang, Founder/CEO, eGuard Technology Services.

EXTENDING SERVICES

Upon first meeting with Farhang and his team, Joshi explained that items were needed such as server upgrades and migrations, and the ultimate goal of moving everything into a private cloud with full control. She also needed assurance that these items could be completed while she could still successfully manage NIRI's daily tech operations. In fact, Joshi said that the relationship with eGuard is so much on point; they basically act as an extension of NIRI's IT department. "In my case, I just tell them, this is what I

eGuard
Technology
Services

“eGuard Tech meets regularly with the NIRI team to provide the CIO level consulting that so many organizations lack. This approach brings a high level of comfort with NIRI and other clients that enhances the partnership that is part of service delivery.”

KHALED FARHANG
Founder/CEO,
eGuard Technology Services

WWW.EGUARDTECH.COM
1111 14th St., NW, Suite 1000, Washington, DC 20005 / 202.465.4670

want to do, and we discuss it together, and then eGuard will provide advice and insight on how we can implement it,” she said.

A large part of the analysis and design comes from the ongoing technology review that allows eGuard’s technical team an open discussion with NIRI and its management team to better-understand their needs and future organizational plans. “As part of our ongoing initiative to address the technology needs of our clients, eGuard Tech meets regularly with the NIRI team to provide the CIO level consulting that so many organizations lack,” said Farhang. “This approach brings a high level of comfort with NIRI and other clients that enhances the partnership that is part of service delivery.”

Joshi recalled one such time that eGuard saved her a lot of undue stress when NIRI was moving its office location. With 16 employees at one location, everything needed to be moved swiftly and accurately so that minimal downtime was experienced for both the employees and NIRI’s members. “I didn’t realize how much went into an office move until we actually had to get it done,” she said. “eGuard was there every step of the way to ensure that it was a smooth move and what specifically needed to be done in terms of planning and logistics.”

TRANSITION PLANNING AND MINIMAL DOWNTIME

Regarding eGuard’s work scope, Joshi said the MSP has since performed three server upgrades for NIRI, and has also migrated their email server to a full-on data center in the private cloud. She said that while this was a big transition for NIRI, Farhang and the eGuard team again worked in keeping Joshi informed throughout the process. “He (Khaled) makes my job easier by always letting me know ahead of time what the full plan is,” she said. “I feel very comfortable with the eGuard staff... they are very customer-focused and easy to talk to.”

Aside from the technology standpoint, Joshi has had much success with eGuard when it comes to customer relations. She added that the MSP has a very low turnover, and in fact she has been working with the same eGuard technician since starting her relationship with the MSP more than five years ago. “I feel comfortable working with them because they have had the same staff for a long time,” she said. “They always have been able to provide me with what NIRI needs, and have made my job much easier as a result...when I need them, they are always there.”

Since moving to a private cloud server with full control, Joshi said that NIRI’s technical issues are very infrequent, with little to no downtime. Daily operations run smoothly, which is also noticed by the organization’s employees, who are now more than satisfied with the results. “We don’t really create many job tickets at all, and there are really no major technology challenges on a daily basis,” she said. “Furthermore, the staff is providing very positive feedback in terms of quality and satisfaction regarding the IT changes at NIRI...they are happy and it makes their day-to-day jobs much easier.”

