

THE CLIENT



♥ Healthcare / Non-Profit

👤 110+ Staff

📍 1 location in Hillsborough

📅 Partners for 1.5 years

CHALLENGES

1. Endpoint systems often missed critical updates due to WSUS misconfigurations or failures.
2. Rapid growth overwhelmed IT staff and limited the IT Manager's ability to focus on strategy, maintenance, and infrastructure.
3. Rising third-party IT costs exceeded the budget limits of a typical non-profit.
4. Declining service and surprise billing from the previous IT provider hurt performance and disrupted budgeting.

SOLUTIONS

1. Centralized tools from the MSP ensured consistent updates, improved security, and simplified remote device management.
2. Automation of routine tasks let the IT Manager focus on strategic initiatives, aligning IT with the organization's tech roadmap.
3. The IT Manager received admin access to key platforms to improve efficiency across IT operations.
4. The service model delivers tailored, high-quality IT support with direct collaboration, timely escalations, and transparent billing—ensuring reliability and predictable costs.



Cloud Migration



Serverless



Education &
Training



"I always highly recommend Sterling Ideas to anyone I encounter who needs an IT Managed Service Provider in their lives. Everybody has a different idea of what's important, what their needs and wants are. To us, every minute costs money. When there is a larger issue I can't handle myself, I can pass the ball to a larger team. It's good to have more eyes on everything."



BENEFITS

1

Support & Professional Growth

With on-site presence, the IT Manager handles day-to-day tasks while Sterling Ideas provides expert remote support for advanced issues. This collaboration fosters shared learning and knowledge transfer, encouraging skill development without overlapping roles. Together, they strengthen internal IT capabilities through a supportive, teach-and-learn partnership.

2

Budget Allocation

As a non-profit, accurate budgeting is crucial. The tools from Sterling Ideas have improved forecasting and eliminated unexpected IT costs. Since the partnership, the client gains clear visibility into monthly expenses, simplifying financial planning and helping the finance team confidently support IT initiatives and onboarding.

3

Work-Life Balance

The organization needed support for complex IT challenges and a reliable backup for when the IT Manager was unavailable. Partnering with Sterling Ideas provided a trusted escalation point, allowing the IT Manager to focus on daily IT needs for 100+ users.



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