

CASE  
STUDY

# LexArts



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# LEXARTS

**LexArts promotes high quality arts experiences through funding, advocacy, technical assistance, communication, and programming initiatives.**

## Profile

Located in Lexington, Ky., LexArts serves as the city's "premier cultural development, advocacy, and fundraising organization." LexArts was born from the merger of the Lexington Council of the Arts and the Fund for the Arts, which took root in 1972. Today, as both the area arts council and united arts fund, the organization serves the greater central Kentucky area by promoting high quality arts experiences through funding, advocacy, technical assistance, communication, and programming initiatives.

LexArts' multitude of services and programs include the Lexington Youth Arts Council, the LexArts Gallery Hop, and ArtScope...This Week in the Arts email calendar.

As the hub of Lexington's community art, LexArts also maintains and operates ArtsPlace, which boasts office space for nonprofit arts organizations and rehearsal space for the performing arts. ArtsPlace Gallery is dedicated to showcasing the work of Kentucky artists.

In support of local arts, LexArts raises millions of dollars through its annual Fund for the Arts, enabling the organization to offer competitive special project and programming grants to other arts organizations in the area. LexArts leadership works with community leaders and local and state officials on issues related to public funding and cultural facilities.

As "the catalyst for creating a progressive and innovative community inspired by the arts," LexArts seeks to serve the Lexington area and the arts community as "an incubator of arts innovation, a steward of philanthropic generosity, and an advocate for the economic and cultural well-being of central Kentucky."



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## Challenge



**With cost in mind, LexArts leadership sought to update or upgrade “dated equipment that slowed productivity and efficiencies.”**

Like many nonprofit companies, LexArts experienced growing pains as technology’s role increased in the organization’s daily operations. The nonprofit’s leadership pieced together a hybrid information technology model that relied on internal support and an outside I.T. consultant. LexArts staff attempted to troubleshoot problems as they arose, then called in a contracted technician to resolve more difficult issues.

For several years, “it was time-consuming to fix any issues with computers or phones,” said Alma Kajtazovic, the organization’s finance and operations director. “In addition, the cost was much higher because the technicians came to the site.”

LexArts was committed to providing the arts community with innovative leadership, and the organization’s board of directors and executive staff knew a robust I.T. environment was necessary to achieve that purpose. With cost in mind, LexArts leadership sought to update or upgrade “dated equipment that slowed productivity and efficiencies.”

### **LexArts sought a nonprofit-friendly, full-service I.T. solution**

After receiving an invitation to an event hosted by NetGain Technologies and learning about the managed I.T. services model, the LexArts executive staff researched the organization’s options for a fully outsourced I.T. department.

While conducting its due diligence review of other I.T. options, the LexArts principals found the budgeting-friendly fixed monthly fee of managed services to be a strong fit for nonprofit organizations. During this investigative phase, LexArts scheduled a meeting with NetGain Technologies to ask specific questions about its Technology OneSource program. The organization’s leaders were impressed by the program’s proactive technology management, reactive support services, and network administration, and appreciated the included strategic planning that helped the organization understand the business impact of technology decisions.





**In the “Solutions” phase of Technology OneSource onboarding, LexArts received guidance on updates and upgrades to its feature-poor and antiquated phone system.**

LexArts opted to join Technology OneSource, citing the fixed monthly per-user fee and the local connection to NetGain Technologies as important factors in the decision. LexArts leadership also valued NetGain’s time and experience in the industry.

#### **Technology OneSource engineers diagnosed the existing environment**

Alma Kajtazovic recalled the onboarding process as LexArts joined the Technology OneSource program. After the discovery phase, Technology OneSource engineers “offered solutions regarding our server, backup, and a few other processes, which immediately solved many of the issues we had in the past.”

LexArts presented a server that frequently timed out during operations. LexArts employees could not rely on the server, so they defaulted to saving documents locally. With laptops being used from employees’ homes and while traveling, the data they held had an increased possibility of being lost or accidentally deleted. Technology OneSource engineers identified the server as being at the end of its useful lifespan, warning that the probability of catastrophic failure was imminent. NetGain Technologies devised a viable data migration plan, including sufficient backup in case of vulnerability, as part of the proffered solution.

Also in the “Solutions” phase of Technology OneSource onboarding, LexArts received guidance on updates and upgrades to its feature-poor and antiquated phone system. The nonprofit organization opted to incorporate more modern Cisco architecture to its communications capabilities.

Finally, the Technology OneSource proposal offered remote updates that made network monitoring and administration more efficient and cost-effective. NetGain Technologies’ solution included software updates, hardware maintenance, documentation, software and license management, and monthly reporting during “off” hours and served from the MSP’s secure network operations center, instead of requiring costly onsite routine maintenance.



**LexArts estimates it saves \$5,000 per year in hard costs since its switch to the fixed fee of Technology OneSource.**

In three years as a Technology OneSource member, LexArts has experienced a distinct shift in its I.T. environment and its effect on staff.

### **LexArts realized hard and soft cost savings**

LexArts estimates it saves \$5,000 per year in hard costs since its switch to the fixed fee of Technology OneSource. The organization has experienced fewer “surprise” I.T. expenses and has established budget projections for hardware and software upgrades over the coming year and five years.

Perhaps as important as the direct financial reduction has been the “soft” savings of employee time. Where once a lost password or malfunctioning printer demanded staff time to troubleshoot and attempt to resolve, now, the resolution to these issues is a simple phone call or email to the Technology OneSource help desk. LexArts notes that members of the organization’s “staff—including the Operations Director—have been one hundred percent relieved of dealing with I.T. issues and therefore can focus on their duties of fulfilling the organizational mission.”

LexArts leadership reflected on changes the organization has experienced in its relationships with patrons and clients, and with staff/volunteer morale. “We are able to immediately solve I.T. problems, and that has a big impact on our operations. This is a nonprofit organization with limited resources and staff. The staff is able to resolve issues immediately and go back to their duties.”

### **LexArts makes use of the 24/7 helpdesk**

While network administration, hardware maintenance, and technology roadmapping are mostly background processes, the 24/7 helpdesk is a highly interactive benefit of Technology OneSource membership. Staff members “make contact with the helpdesk often.” They “have been trained to call in for any issues. The employees communicate about the problem, then leave it up to the NetGain engineers to solve.”

Raise the I.Q. of your **I.T.**



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