

# eliminating racism empowering women ywca

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Dear Mark Whitmire  
Technology Services Director/501 TechNet  
Tulsa Community Foundation  
7020 S. Yale  
Tulsa, Oklahoma 74136

Dear Mark,

Thank you for giving me the opportunity to reflect on how pleased we are with the services of 501 TechNet! And forgive me for going back several years in describing how difficult it has been to find an effective strategy to oversee IT in a non-profit organization. When I began as CEO of YWCA Tulsa we had a consultant, whom we paid by the hour to handle our IT. He had been instructed to hobble together our infrastructure, so he spent countless hours repairing outdated equipment. When I reviewed how much we spent in one year it was close to \$100,000! I was sure we could spend less with a full time staff person. Realizing my team could not adequately screen and hire the right IT person, we outsourced the screening and interviewing process to a large private IT firm. They gave us three qualified finalists and we selected one individual. However, we were in the same situation again – trying to evaluate the effectiveness of the solutions presented by our staff person when we didn't understand the language he was speaking.

I was at a United Way meeting earlier this year when I heard Mr. Mark Whitmire present and describe 501TechNet and why they were formed and their function. I felt like he knew exactly the predicament we were in. This was now 4 years into the experience of having our in-house staff member. From a financial perspective, we had in fact saved money on personnel expenses and had also upgraded our equipment, but we still remained in the dark regarding the proposed solutions. I remember looking around the room at that United Way meeting, hoping my Executive Director colleagues were not paying attention, and literally following the meeting, calling Mark in the parking lot to schedule our next steps!

We met with Mark and he described how he had successfully made other conversions happen, and how he could lower our overall costs and improve our services. The YWCA Director team described the frustration we felt with our system which relied on one individual staff member defining the problem and the solution. Together with Mark, we mapped out a plan for them to take over our IT

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support in April of this year.

In only six months they have totally transformed our IT functioning. They immediately went to each PC and electronically took a snap shot of our hardware. They mapped out a timeline for upgrading our equipment. Because of their network, purchasing PC's from them is so much less expensive than we could get through any of our traditional channels. They also examined all of our IT expenses and discovered we had much more bandwidth in our wiring than we needed. We had purchased a Rolls Royce when a Volkswagon was all we needed! In working with Mark and the attorney network he has access to, 501 was able to lower our monthly telephone/IT bill by 50% - which annualized will result in a \$30,000 savings. The ticketing system they created is extremely user friendly, and most importantly our staff is so pleased with the service and with the individual members of their team who trouble shoot and problem solve alongside YWCA staff.

I receive written reports on a monthly basis which detail the resolution on each problem ticket, the time it took to resolve and allows me to see if they have met their goal of resolving problems in the time frame they promised. On a quarterly basis, Mark Whitmire and the staff person assigned to us meet with the YWCA management team to discuss performance, but mostly to help us brainstorm our IT goals for the future. In 6 short months the "how is it going" phase of our meeting are just accolades of how well things are going!

We have also received assistance from them on software purchases and will turn to them for their expertise if we demo a software product, or run into difficulties on the software implementation process.

As a non-profit with three locations, a \$3,000,000 budget and over 65 full and part-time staff, we could not be more pleased with 501 TechNet and their ability to provide comprehensive IT 'plus' services. I could not recommend them more highly.

Sincerely,



Felicia Collins Correia  
Chief Executive Officer  
YWCA Tulsa