



Owasso Community Resources

OWASSO COMMUNITY RESOURCES PROFILE

Owasso Community Resources (OCR) is a basic needs organization serving Owasso and Collinsville. The biggest program components of OCR are the food pantry and emergency utilities services.

SERVING

Owasso

Collinsville

TYPE

Basic Needs

WEB SITE

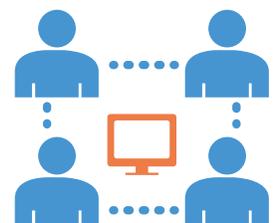
www.owassohelps.org

Staff

6

TRANSFORMING TECHNOLOGY

With only six staff and a growing constituency OCR depends on technology to make the most of it's \$241,000 annual budget. The following is the story of how OCR selected 501technet to be their partner in technology.





Services Implemented

Web Site

Cloud Services

Computer Replacement

Phone System

HelpDesk

***“Really it
all comes
back to
technology.”***

**- Executive Director
Owasso Community Resources**

THE TECHNOLOGY CHALLENGE

To support the growth of basic needs services in the Owasso and Collinsville area OCR needed to rethink their technology strategy. OCR had an ailing phone system with no voicemail, an outdated dysfunctional website, and worn out computer systems.

“We have to be able to track who we are serving, how many times we are serving them, and at what level we are serving them.” - Executive Director, OCR

When a leadership change within the program created the opportunity for new perspective, OCR realized that it was time to pay attention to their technology needs. The board and executive director made it a priority together to look at a better way of managing OCR's technology and making sure that the right dollar was being spent in the right place.

THE PATH TO IT TRANSFORMATION

As OCR began to evaluate its technology environment it realized the steep cost of *not* having a technology plan. Their mishmashed technology environment was frustrating because the smallest problem became a whole day you couldn't use your computer.

Another point that stood out in OCR's financial evaluation was the high cost of supporting even a small technology environment. OCR quickly realized how nonprofits can spend a disproportionate amount of their budget on technology by paying a high hourly rate for even small problems:

“To give you an example, my email wasn't setup correctly before I started so I was trying to get it fixed by our technology provider. It cost us almost \$300 for just that email address and I could have done it myself. I hadn't done it yet because I was just starting. When I got the invoice two weeks later I was appalled.” - Executive Director, OCR



With expensive “bandaid” fixes that just didn’t make sense anymore OCR decided to simplify their technology environment by looking for an economic way to consolidate needs through one provider.

Through contacts in the nonprofit community OCR had heard positive things about 501technet’s vision and services.

“The staff morale was really elevated by implementing appropriate, fully functional technology. The staff felt like it was not just an investment in OCR, it was an investment in them.”

After financial due diligence including getting quotes for other IT service providers, OCR made the decision to partner with 501technet. Now OCR has implemented a new web site with a donation tool that has already increased online donations, a new phone system, upgraded lab computers, new volunteer management system, and the peace of mind that comes with having 501technet support just a phone call away.

“It’s an investment, but it’s a wise one.”



“The biggest benefit is having 501technet in your corner. They are always looking at the big picture – it’s the opposite of ‘let’s put a band-aid on it’.”