

**THE BEST SOLUTION
STARTS WITH
AN EXCEPTIONAL
PROPOSAL**



A thorough, thoughtful proposal offering evidence of ITsavvy's expertise, experience, and turnkey solution proved to be the best choice for this world-class non-profit.

About the Client

ITsavvy's client is an award winning non-profit that provides education, training and technology services to lift families out of poverty. Since 2001, the client has served families in Los Angeles through 125 program sites throughout the city. Their annual budget of \$35 million (including affiliated charter schools) offers families comprehensive education and training services in the areas of afterschool programs, charter and pilot schools, job training, summer jobs for youth, physical education, adult education, computer literacy, case management, parenting, tutoring, and college preparation. Each year, the client helps more than 40,000 youth and adults through these programs.

In addition to serving the Los Angeles community, ITsavvy's client has implemented technology, education, and workforce grants in the San Francisco Bay Area, Chicago, Louisville, Pittsburgh, Memphis, Albuquerque, and the Washington, D.C. area.

OVERVIEW

Industry
Non-profit

Client Profile

An award winning non-profit that provides education, training and technology services to lift Families out of poverty.

Business Situation

The project called for 80 computer centers across the greater Los Angeles area. It was a significant project and the client was looking for a partner who could supply a comprehensive solution.

Solution

The solution included desktop computers, laptop computers, network switches and firewalls, power protection, warranty protection, cable lock protection, wireless access points, classroom projectors and screens, printers, and laptop carts.

Benefit

- > Streamlined RFP review process (ITsavvy's response was the most complete and organized they received)
- > Consolidate vendor partners, as ITsavvy had everything the client needed. From end-to-end from all preferred manufacturers.
- > Allowed the client to provide computing areas and internet access to unserved areas and under served communities.

Their Challenge

Just after Sarah S., the client's Director of Educational Technology, began working for the client they received \$5.6 million in federal funding to open computer centers in underserved Los Angeles neighborhoods. "I posted a series of RFPs for all of the equipment I needed for our project," she said. "We had to get everything to stock the computer labs. The project called for 80 computer centers across the greater Los Angeles area. It was a significant project and we were looking for a partner who could supply a comprehensive solution."

ITSavvy jumped at the opportunity to submit an RFP.

Our Solution

In March of 2011, after reviewing ITSavvy's RFP and conducting extensive interviews, the client awarded ITSavvy the project.

"We went through the whole selection process and ITSavvy had the best proposal in several categories," Sarah said. "They were able to provide most of the equipment with few exceptions. They were very competitive with cost and timing, availability, warranty, terms, and functionality. We were looking for a turnkey solution—someone who could provide multiple products---and ITSavvy was up to the challenge,"

She added, "There were several different reasons that I was confident ITSavvy had the right solution for us. They knew what they were talking about. Their proposal was very thorough and it was apparent that they spent some time and thought on it. It wasn't a cookie-cutter proposal—it was carefully tailored for us. They answered everything that we were asking for. When you see that kind of attention to detail in a proposal, it gives you confidence that you've made the right choice."

"We went through the whole selection process and ITSavvy had the best proposal in several categories."

Sarah S., Director of
Educational Technology

"I also worked with them to strategize an efficient ordering process that would coordinate with the Federal funding process."

Brian Gorr, ITSavvy
Senior Client Executive

ITsavvy's Senior Client Executive, Brian Gorr, had been working with the client for about four years before submitting the winning RFP for this project. "After we were notified that our RFP was successful, I worked with the client to help build the hardware specifications that would best accomplish the task while staying under budget," he said. "I also worked with them to strategize an efficient ordering process that would coordinate with the federal funding process. Also, downtown L.A. is typically short on dock and storage space, so working with them to stage and pace out their orders over a longer period of time was also helpful to them."

The result was a multi-stage project involving several waves of separate orders, while keeping the client's federal dollars separate and maintaining the flexibility needed for their timeline in deploying each of the 80 area computer centers. To help protect their investment, each electronic hardware item came with at least a 3-year manufacturer's warranty.

The solution included desktop computers, laptop computers, network switches and firewalls, power protection, warranty protection, cable lock protection, wireless access points, classroom projectors and screens, printers, and laptop carts. Specific products included: Dell OptiPlex desktops, Dell Latitude laptops, Cisco switches and wireless access points, HP laser printers, Tripp Lite UPS and wall-mount racks, Watchguard firewalls, Kensington cable locks, and Optoma projectors with Da-Lite screens.

Their Success

"So far we've opened 20 of 80 computer labs," Sarah said. "We are really excited because we only received the products 3 months ago. We are working in low income communities and schools and it's been very rewarding to see the results."

Brian said, "We continue to work closely with our client, even as additional technical staff members join the team through jobs specifically created by this wonderful program. We continue to work together to build a starting menu of all equipment needed, then to determine specifically what is needed for each deployment and in what quantities."

"It's all part of an effort on behalf of the ITsavvy team to do whatever it takes to secure their post-deployment satisfaction."

"It's all about collaboration and trust. I couldn't ask for a better partnership than I have with our client."

Brian Gorr, ITsavvy
Senior Client Executive

Because federal grant dollars are involved, Brian also works diligently with ITsavvy's financial department to ensure that the client's payments are handled with the utmost care. "It's all part of an effort on behalf of the ITsavvy team to do whatever it takes to secure their post-deployment satisfaction," he said.

"In every way, particularly customer service, Brian and ITsavvy have just been amazing," Sarah said. Brian is accessible to us anytime, any day by phone, cell phone, or e-mail. I give him a lot of credit because this project is very large and very challenging and he's always ready to roll with changes. Not only is he experienced and smart, but he's just very pleasant to work with."

Brian added, "It's all about collaboration and trust. I couldn't ask for a better partnership than I have with our client. Everyone involved, from both the client and ITsavvy, has gone above and beyond to ensure the overall success of this project. I also truly believe in what they stand for, and the wonderful results they've achieved in terms of education within a traditionally underserved community."

FOR MORE INFORMATION,
please contact an ITsavvy Client Executive.

ITsavvy

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ITsavvy is an end-to-end value added IT product and solution reseller with offices nationwide. With 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our client's needs and deliver peace of mind.

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The ITsavvy Solution

HARDWARE

- Dell OptiPlex 780 with stand and display
- HP LaserJet P2055dn
- Kensington Master-Keyed Notebook Locks
- Da-Lite Projector Screens
- Cisco 24-port Small Business Switches
- Tripp Lite Wall-Mount Racks
- Netgear Wireless Routers
- Optoma TX551 Projectors
- Tripp Lite Surge Protection

SOFTWARE

- Microsoft Office Licensing

PARTNERS

- Microsoft
- Tripp Lite
- Cisco
- HP
- Dell



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