



CASE STUDY HOSPITALS AND HEALTH CARE

Caring for the Community Starts with the Right Technology Partner

CLIENT SNAPSHOT

Company:

A New York-Based Nonprofit Health Center

Location:

New York, New York

Industry:

Hospitals and Health Care

Company Size:

201 - 500 Employees

Client Since:

2026

Background

For nearly 40 years, this New York-based nonprofit health center has been a cornerstone of behavioral health and human services in Harlem and the surrounding region. From a single, strategically located facility, the center provides a continuum of care that includes mental health services, addiction treatment, and supportive programs for clients of all ages, from young children to older adults.

Business Challenge

The organization was navigating a critical internal transition, seeking to replace an underperforming IT Director whose tenure had left the organization's technology infrastructure outdated and inefficiently managed. Leadership recognized that continuing with a single in-house resource was no longer sustainable and began exploring a managed services model to bring greater accountability, expertise, and strategic direction to their IT environment. The goal was clear: modernize operations and position the organization for long-term growth and resilience.

Technical Challenge

The Center's IT infrastructure had fallen into a significant state of disrepair, with aging hardware, legacy software, and end-of-life support applications that had received little to no systematic maintenance or investment. Security vulnerabilities, compatibility gaps, and unreliable performance had become persistent operational risks. Recognizing the urgency of the situation, the Center engaged Focus Technology to conduct a comprehensive infrastructure assessment — evaluating existing systems, identifying critical deficiencies, and developing a prioritized roadmap for modernization and long-term supportability.

Financial Challenge

As a nonprofit organization, the organization operates under strict budgetary constraints, requiring any technology investment to demonstrate clear value without compromising financial sustainability. The cost of maintaining an outdated infrastructure — compounded by the overhead of a full-time IT Director — had created an inefficient allocation of limited resources. Focus Technology worked closely with leadership to design a right-sized managed services solution that aligned with the Center's operational priorities and fiscal realities, delivering enterprise-grade IT support and modernization at a cost structure the organization could confidently sustain.

The Outcome

By partnering with Focus Technology, the organization achieved meaningful progress across all three dimensions of its IT transformation. On the business side, the organization gained a scalable, accountable MSP relationship that removed a longstanding barrier to growth and elevated the overall quality of IT leadership. Technically, Focus modernized the Center's environment with a suite of contemporary tools and support processes designed to improve efficiency and accelerate issue resolution. Financially, Focus demonstrated the flexibility to structure a custom agreement that fully aligned with the organization's nonprofit budget — delivering measurable value without compromise.

Why Focus Technology?

Focus Technology is an award-winning MSP and trusted IT partner for business, technical, and financial leaders. Our engineers evaluate emerging technologies and simplify complex environments, strengthening security and modernizing infrastructure. We deliver clear business, technical, and financial outcomes that help organizations operate confidently and remain competitive. Contact us today at (617) 303-0480 or marketing@focustsi.com for a no-obligation consultation and discover how Focus can add measurable value to your business.