Center for the Visually Impaired (CVI)

Helping a mission-driven nonprofit stay focused on people while IT runs smoothly

> "It is easy and straightforward. That is exactly what you want from your IT department."

Summary

CVI serves people with vision loss in Atlanta and across Georgia. The team needed technology that stayed quiet in the background so staff could focus on clients. After partnering with Novatech, day to day IT issues became "non issues," and response times improved to about **30 minutes for all priority tickets.**

About the Client

Organization: Center for the Visually Impaired (CVI)

Location: Atlanta, GA

Mission: Help people with vision loss live independently and with dignity

Programs: Training, rehabilitation, and support for children, adults, and seniors

Users supported: About 21 staff across 4 departments

Environment: Accessibility tools such as JAWS, Microsoft 365, secure network withs 29 endpoints

Challenge

CVI's staff needed to stay with clients, not with tech issues. Before Novatech, some problems were simple while others required vendor coordination and took longer to resolve. Accessibility software needed careful handling. New users needed to be ready fast. Leaders wanted predictable costs and fewer distractions.

What this felt like inside the organization:

- Small IT issues slowed real work

- Accessibility tools sometimes broke and needed persistent follow up

- New user setup had to be ready the same day

- Nonprofit budgeting required cost visibility and predictability

- CVI needed a partner who would take ownership, not just react to tickets.

Goals

- Keep staff focused on client services, not troubleshooting
- Improve response times to **within 1 hour** for most tickets
- Use one friendly team for help desk and vendor coordination.
- Keep accessibility tools reliable in a shared environment
- Maintain predictable monthly costs

Solution

Novatech delivered a managed IT program that combines help desk, vendor coordination, endpoint management, and guidance on security basics.

1) Centralized support: All IT issues go through one process. Tickets reach the same team, which keeps context on CVI. This reduces back and forth and saves staff time.

2) Faster response: Most tickets are acknowledged within **60 minutes** and resolved within **5 hours,** depending on priority. This matches how CVI works day to day.

3) Ownership of complex issues: When the JAWS screen reader failed, Novatech coordinated directly with the software vendor and stayed with the issue until it worked again.

> "They kept us moving forward and fixed the issue."

4) Security and reliability guidance: Novatech aligned updates and changes with accessibility needs, added basic protections like patched endpoints and MFA guidance, and gave clear next steps for the team.

Results

Less time on tech
Staff reports that "IT issues are non-issues now." The team stays on client work.

Faster turnaround
Most requests get a response in about 1 hour and are often resolved the same day.

Better accessibility experience
Updates consider JAWS and similar tools. The environment stays stable for visually impaired users.

Predictable support
One partner. One process. One place to go when something does not work.

In Their Words

> "IT issues are non-issues."

> "We often get a response within an hour."

> "It is easy and straightforward. That is exactly what you want from your IT department."

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