



Scheduled Services from TechBridge Help Nonprofit Agencies Avoid Costly Technology Surprises

The foremost mission of TechBridge, the Atlanta-based affiliate of the NPower Network, is to bridge the gap between Georgia's vast array of nonprofit organizations and its vibrant technology community. Also a nonprofit, TechBridge assists other nonprofit agencies in achieving their missions more effectively through the use of technology. Since its inception, TechBridge has facilitated the donation of more than \$2 million in free Microsoft software and in 2004, the organization delivered over 9,000 hours of professional services to help more than 80 nonprofit clients enhance their operational efficiencies and improve the delivery of essential services.

As an affiliate of the national NPower Network, TechBridge delivers comprehensive and affordable information technology services including website development, network design and implementation, technology planning and emergency services. However, nonprofits need not wait until a specific technology project arises or a data disaster occurs to engage TechBridge's expertise.

MAXIMIZING LIMITED RESOURCES

Both small and large nonprofit agencies commonly suffer from a lack of appropriate resources. Frequently the deficiency is felt in the area of information technology through poorly maintained networks, software systems and hardware. When asked about what they fear most, nonprofit administrators rank the up-time, health and stability of computer systems and the potential loss of valuable data high on their list of daily operational concerns.

With limited resources keenly focused on advancing a nonprofit's mission within the community, a computer crash could severely impact an agency's ability to deliver vital services or prevent accurate tracking of events and outcomes that directly affect reporting requirements and influence funding. Recognizing the

growing need for providing stable technology infrastructures, TechBridge introduced its Schedule Services Plan this year.

PROACTIVE, PREVENTATIVE MEDICINE FOR TECHNOLOGY

Under the Scheduled Services Plan,

TechBridge provides a blend of services to meet the specific technology needs of its nonprofit clients. The Plan provides across-the-board, regularly scheduled preventative computer and network maintenance and support to help ensure a stable and productive computing environment and reduce downtime.

Among the benefits of TechBridge's Scheduled Services Plan are strategic project planning and implementation as well as on-call network troubleshooting. Additionally, the Scheduled Services Plan significantly reduces the risk of data loss and enables nonprofits to avoid costly surprises arising from a catastrophic network failure.

The Plan addresses a multitude of vital technology issues to maximize uptime, including:

- Managing any outstanding issues with servers, security and internet connectivity such as: client permissions, application conflicts, user collaboration issues, etc.
- Establishing secured remote access to data and applications via VPN, and thin client technologies.
- Keeping software and hardware systems current and properly maintained.
- Securing and stabilizing desktop environments.
- Supporting and maintaining all servers and workstations and associated software.

- Maintaining appropriate critical updates and patch levels.
- Creating and maintaining all documentation associated with the operating environment.
- Managing logs, backups, user issues, virus protection, hardware, software, network equipment, RAS/VPN

connections, thin client and remote users.

- Managing critical services, systems and data to maximize uptime.
- Maximizing network, server and workstation performance and disk space.
- Managing and maintaining associated firewalls, routers and internet connections.

- Monitoring and maintaining servers and related services for optimum performance.

"With its Scheduled Services Plan, TechBridge has set up systems that have started to help solve significant operational issues for us."

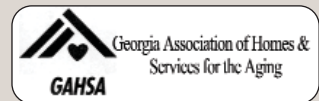
WALTER COFFEY
PRESIDENT & CEO
GEORGIA ASSOCIATION OF HOMES & SERVICES FOR THE AGING

IT COSTS REMAIN A CRITICAL CONCERN FOR NONPROFITS

"Our technology systems have become increasingly critical to our ability to

accomplish the organization's mission, but like many nonprofits, we simply don't have the technical expertise in house to perform the more sophisticated maintenance routines," says Walter Coffey, President and CEO of the Georgia Association of Homes & Services for the Aging. "We realize that this leaves us vulnerable to systems problems, but up until now, there hasn't been a workable solution for keeping our network healthy and secure."

"With its Scheduled Services Plan, TechBridge has set up systems that have started to help solve significant operational issues for us," Coffey



continues, "We are becoming more assured that our network will run optimally and that we aren't going to fall prey to the numerous mishaps that plague today's computer systems. We can expand our network in a rational way that will ensure adequate resources for all of our users. Our systems now meet the requirements of major technology donors such as Microsoft so we can pursue grants that will allow us to upgrade and expand with confidence."

"Lastly," says Coffey, "TechBridge makes scheduled services affordable and the cost is predictable, so we have no budgetary surprises." Stable and predictable operations budgets are vital for success in the nonprofit sector. Unexpected costs can quickly impact service delivery and donor relations. TechBridge's Scheduled Services Plan is designed to help maximize IT resources while ensuring that costs remain controlled.

A SPECIAL CALL TO GEORGIA NONPROFITS

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TechBridge's Technology Innovation Award symbolizes innovation and progressive thinking about the value and benefits that technology can bring to the nonprofit community. As organizations committed to improving the way

the world works and lives through innovation, Accenture and TechBridge partner annually to salute deserving nonprofits that rely on technology to become more efficient, more effective and higher performing. The 2006 Technology Innovation Award will once again provide an estimated \$40,000 in free Microsoft software and TechBridge consulting services to the winning nonprofit. Substantial awards of software and consulting services will also be given to the two finalists for this prestigious award. To obtain complete application information for the 2006 award, visit the TechBridge website.

TECHBRIDGE'S CORPORATE PARTNER PROGRAM ENCOURAGES VOLUNTEERISM

TechBridge has enjoyed impressive support from the Atlanta business and technology communities since its inception in 2000. Building on this rich heritage of support and in response to a growing demand from its sponsor companies, TechBridge recently initiated its Corporate Partner Program.

The Corporate Partner Program enables employees of TechBridge sponsors to participate directly in the TechBridge mission through well-defined volunteer programs. Available to sponsors participating at the \$10,000 annual

giving level and above, corporate volunteers are invited to take part in a number of service opportunities designed to match their unique technology skills with the most pressing technology needs of area nonprofits.

While the benefit to area nonprofits resulting from increased access to technology skills is easily discerned, the Corporate Partner Program also delivers an impressive benefit to TechBridge sponsors. As employers search for ways to engage highly skilled employees, the Corporate Partner Program provides a unique opportunity to establish a sense of community and gain personal satisfaction from individual volunteer efforts. The Corporate Partner Program also affords a cost-effective way for technology employees to hone important communications, interpersonal and leadership skills while networking with their community-minded peers.

FOR MORE INFORMATION

To obtain information about TechBridge services, the Corporate Partner Program or the Technology Innovation Award, visit the organization's web site or contact them by phone. 404.879.5412 www.techbridge.org

AREA CIOs BUILD ON LEADERSHIP SUCCESS

A technology leadership community service project organized and managed by TechBridge recently mobilized eight of Atlanta's leading CIOs to build a home for Atlanta Habitat for Humanity. The Habitat project brought together CIOs from AGL Resources, BellSouth, Coca-Cola, Delta Technology, GE Energy, Georgia-Pacific, Federal Home Loan Bank and Southern Company. The IT organizations headed by these CIOs provided funding for the project and the volunteers needed to build the house. TechBridge and the CIO team chose the Habitat project because of the nonprofit's reputation and popularity with employees.

In addition to organizing the project planning team, TechBridge recruited other technology companies to provide additional project support. Additional sponsors of Atlanta's first technology leadership project included ADS, IBM, Intellinet, Macquarium, Microsoft, Sapien, Synergis and Unisys. These companies assisted with on-site hospitality for the employee volunteers.

"Our working relationships with technology leaders in Atlanta's business sector make TechBridge a natural focal point for pulling together a

collaborative community effort," said Jack McMillan, CEO of TechBridge. "We envision that this will become an annual joint service project for Atlanta technology professionals."

The Habitat project began with a 'Wall-Raising' ceremony at the building site located at 950 Smith Street in Atlanta. Participating in the kick-off event were Kristin Kirkconnell, CIO, AGL Resources; Fran Dramis, CIO, BellSouth; Jean-Michel Ares, CIO, Coca-Cola Company; Curtis Robb, retired CIO, Delta Technology; Marian Lucia, CIO, Federal Home Loan Bank; James Dallas, CIO, Georgia-Pacific; John Seral, CIO, GE Energy and Becky Blalock, CIO, Southern Company.

Executive Director of Atlanta Habitat, Larrie Del Martin welcomed the participation of TechBridge and the CIOs stating, "We celebrate the strong support of Atlanta's top technology professionals and we look forward to working with them in the future."

In addition to building the Habitat home, the CIO team added a uniquely 'tech' touch by supplying it with a personal computer donated by IBM. "We want to ensure that the family occupying this home has the opportunity to succeed in a technology driven workforce and educational system," said Curtis Robb, the retired CIO of Delta Air Lines.



Taken at the site of the Habitat project, left to right are: Kristin Kirkconnell, CIO, AGL Resources; Becky Blalock, CIO, Southern Company; Marian Lucia, CIO, Federal Home Loan Bank; Jack McMillan, CEO, TechBridge and James Dallas, CIO, Georgia-Pacific.