



Reliable Information Technology Solutions

7 Years Of Seamless IT Support — And Counting!

Client
Industry
Respondent

Nottawasaga Futures
Not-for-Profit
Colleen Gouldson, CEO



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Tektonic Inc.'s cost-effective and responsive IT support is just what members of the not-for-profit industry — organizations like Nottawasaga Futures — are looking for.

What do not-for-profit organizations really value when it comes to IT support? The latest, fanciest technologies? Cheap services? A 24-hour support line?

You could keep guessing — or you could just ask one directly:

“You need someone you can trust,” says Colleen Gouldson, CEO of Nottawasaga Futures. “You need someone who understands the not-for-profit sector. With Tektonic, there’s mutual trust.”



A Not-For-Profit In Need Of Help



Nottawasaga Futures is one of 61 community Futures organization operating in Ontario today. They provide financial support to businesses that need assistance in starting up or expanding, as well as business coaching, mentorship, and consulting.

Additionally, Nottawasaga Futures runs a temporary employment agency, called NT Temps, the profits from which help to support their community economic development projects. Since their start over twenty years ago, Nottawasaga Futures has engaged in over 100 community projects with 126 community partners.

On top of overseeing both these aspects of Nottawasaga Futures, CEO Colleen Gouldson has to ensure that their IT systems are working properly, even though they don't have much of a budget for it. Given that they are not-for-profit, every dollar counts, which can make IT support a difficult investment.



Colleen And The Nottawasaga Futures Team Were Tired Of Handling IT On Their Own

When Colleen first joined Nottawasaga Futures, they didn't have any form of IT support in place. When an issue arose, it was up to those at hand to try to get it fixed.

"We had no tech support whatsoever, it was just kind of 'figure it out,'" says Colleen. "All I knew how to do on a computer was email my resume. So, it became clear very early in the game that we needed support".

When Nottawasaga Futures decided in 2011 to partner with Tektonic Inc. for IT support, Colleen was managing NT Temps, which had the greatest amount of traffic throughout the organization. That's why it was so important to her that they find the right partner in IT support — without a capable IT environment, their productivity would plummet.

Seven years later, and Colleen has never once regretted their decision to partner with Tektonic Inc.: "Since we've had Tektonic on board — I'm not just selling them, I truly mean this sincerely — it's been seamless. It's just amazing!"

Trusting Tektonic Inc. For "Seamless IT Support

With Tektonic Inc. managing their IT, the Nottawasaga Futures staff no longer had to try to fix their computer problems on their own.

"When we have a problem, we pick up the phone, we call them, there's a live person there that can walk you through it," says Colleen. "I learn so much from them because you're a part of the process when you're troubleshooting. It's been really great!"

Given how little Nottawasaga Futures has to spend on new IT investments, they tend to have to rely on an aging, legacy IT infrastructure — Tektonic ensures it's working as well as possible and helps to keep their costs low when it comes to necessary expenses.

"I trust Jorge, which is incredibly important," says Colleen. "Jorge is my main contact, and he will call me and say, 'This is what you absolutely need to do.' and 'This is what's going to be needed but you can wait.' etc. I'll say, 'Jorge, this is how much money I have to work with, can you save me any?' and he will do it."

Years Of Seamless IT Support

As of today, Nottawasaga Futures has been working with Tektonic Inc. for more than seven years, helping them to solve problems, cut costs, and stay productive. They could not be happier with their experience so far, and they don't mind telling others.

Much of the work that Nottawasaga Futures does is in providing support and advice to new and growing businesses. One of their main recommendations? The value of outsourcing.

"One of the pieces of advice we give to the businesses who come to us is: you're an expert in what you do; you're not an expert in everything," says Colleen. "Those things that are important, those things that needed to be done well and that you know nothing about, you need to outsource".

Case in point: Colleen and Nottawasaga Futures Team know that IT is too important to what they do to just try to handle it on their own. They need their IT taken care of properly, and that's why they continue to work with Tektonic Inc.



I trust Tektonic to deal with my staff, I trust them not to make deals that they know that I can't afford — they're very, very, professional, They go above and beyond."

- Colleen Gouldson, CEO of Nottawasaga Futures

For more information about the seamless outsourced IT services that Tektonic provides Nottawasaga Futures with, get in touch with our team at [\(416\) 256-9928](tel:4162569928) or sales@tek-help.com.

