

# Transforming Nonprofit IT: Advocacy and Resource Center (ARC) of Clinton County Modernizes its IT Infrastructure with IGEL

IGEL's Secure Endpoint OS Platform enhances security, delivers ease of management, and improves the user experience across multiple locations.

CASE STUDY



## Summary

The Advocacy and Resource Center (ARC) in Clinton County sought to modernize its infrastructure by transitioning from an on-premises environment to a cloud-based Windows 365 environment, aiming to enhance security and operational efficiency. **Ed Mason, the Director of Business Development & IT**, emphasized the importance of a solution that enhances security both in the cloud and at endpoints, while also being easy to install and manage to avoid disrupting users. The organization prioritized proactive vendor support to ensure smooth deployment and ongoing security monitoring, giving Mason peace of mind. Through a thorough evaluation process, they selected a solution that met their high standards and security needs.

ARC successfully implemented **IGEL's Secure Endpoint OS Platform™** to enhance security, ease of management, and user experience across multiple locations. The deployment was smooth and quick, thanks to ARC's internal IT team and IGEL's user-friendly design, resulting in high satisfaction and improved productivity. IGEL's security architecture, including its Zero Trust principles, and multi-factor authentication strengthened the organization's cybersecurity defenses. Additionally, IGEL's support and partnership, along with special nonprofit pricing through XenTegra Cares, helped ARC efficiently manage its distributed environment and advance its mission.

The nonprofit successfully migrated its services to the cloud within its EUC environment, achieving a smooth transition to IGEL that minimized disruptions for end users. The deployment facilitated quick device setup, resulting in a fast, reliable user experience and reduced IT workload thanks to real-time monitoring via the **IGEL UMS**. This enhanced oversight enabled the prompt resolution of issues and increased security management, freeing up IT staff to focus on other priorities. Additionally, ARC reported cost savings of 15-20%, with IGEL offering significant value through simplified deployment and ongoing management. Overall, the transition was highly successful, characterized by proactive planning, seamless execution, and positive operational outcomes.

## INDUSTRY

Nonprofit/Community Organization

## LOCATION

Plattsburgh, New York

## KEY STATS

- Approximately 120 end users across four main buildings and 21 smaller, distributed locations.
- Cost savings of about 15–20% compared to competitive offerings.
- The project was completed in approximately two months.
- No user complaints reported over a span of more than six months.

## KEY BENEFITS

- Enhanced security with layered protection and real-time alerts.
- A reliable, fast, and smooth end user experience.
- Easy to install, configure, manage, and scale in distributed, multi-site environments
- Centralized, efficient monitoring through the IGEL Universal Management Suite.
- Reduces IT workload, freeing staff to focus on other priorities.
- Excellent technical support.
- Exclusive, nonprofit pricing through XenTegra Cares.



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**Ed Mason**, Director of Business Development & IT, Advocacy and Resource Center, Clinton County Chapter

#### END USER COMPUTING ENVIRONMENT

- IGEL OS
- IGEL Universal Management Suite (UMS)
- Remote Desktop Protocol (RDP) for Windows 365
- Multi-factor Authentication (MFA)

## Business Challenge

The Advocacy and Resource Center (ARC), Clinton County Chapter, was facing a critical need to modernize its infra-structure by transitioning from an on-premises environment to a cloud-based Windows 365 environment. Their primary objectives were to enhance security and increase operational efficiency.

**Ed Mason, Director of Business Development & IT at the Advocacy and Resource Center in Clinton County**, said, "Security was a concern for us—something everyone shares. The reality is that smart people are doing good things to prevent threat actors from committing their crimes, while equally intelligent individuals continually seek to outwit technology at every opportunity. We were looking for a solution that would enable us to enhance security, not only in the cloud but also at the endpoint."

The nonprofit also prioritized a solution that was easy to install and manage, minimizing the risk of user disruption during the transition. And the need for proactive vendor support was clear—to ensure a smooth deployment and reliable ongoing operation. "I want to be able to sleep at night knowing that our workstations, including my own, are secure and that someone is monitoring them who can raise an alert if an issue arises," **said Mason**. "We performed a competitive analysis and an internal vetting process to ensure that whatever solution we chose would meet our high standards and security requirements."

## The Solution

ARC selected IGEL, a global leader in endpoint security, with the **IGEL Secure Endpoint OS Platform™** for its robust security features, proven ease of installation and management, and the ability to enhance the end user experience.

The deployment of IGEL was facilitated by ARC's internal IT team, who found the process to be straightforward, encountered minimal technical challenges, and achieved rapid deployment across multiple geographically dispersed locations. "IGEL is extremely easy to install. It's extremely easy to use. And honestly, I don't think about it, and I love that. That's probably the biggest accolade I could give, because it's doing its job," **said Mason**.

Strengthening the nonprofit's cybersecurity defenses is the **IGEL Preventive Security Model™**, central to IGEL's approach, which removes attack surfaces and enforces Zero Trust principles through the **IGEL Preventive Security Architecture™** — an immutable, modular design with no local data. ARC is also utilizing **IGEL's Universal Management Suite (UMS)** for efficient device management and monitoring and has layered in several security enhancements, including multi-factor authentication (MFA).

For ARC, IGEL enabled the efficient management of a distributed environment that includes more than 120 end users. "We have four large buildings and 21 smaller, geographically dispersed buildings," **said Mason**. "The implementation was flawless. IGEL enabled us to reallocate IT resources and improve productivity, resulting in very high satisfaction with both the technology and the partnership approach. It works as intended. So that's probably the biggest compliment we can give." The nonprofit was also impressed by the exceptional support and guidance IGEL provided throughout deployment.

"When we needed something, we called, and IGEL was there. And when we went through the process IGEL had set up for customer support, it worked. I wish I could say that for everybody," **said Mason**.

Through XenTegra Cares, ARC also received exclusive, non-profit pricing. "XenTegra Cares helps nonprofit organizations close the digital divide, enabling them to amplify their missions and reach their goals. Doing this in conjunction with our technology partners enables them to engage nonprofits in a similar way, creating a true force multiplier for everyone involved. We deliver impact through exclusive pricing models for eligible 501(c)3 organizations, customized digital transformation strategies, and access to industry-leading technology and resources," said **Andy Whiteside**, CEO, XenTegra

## The Outcome

Within its EUC environment, ARC migrated all services to the cloud. The switch to IGEL was smooth for end users, causing minimal disruption and enabling quick deployment.

"We have IGEL set up to log into the desktop client, or RDP session, and it's been very responsive," **said Brock Holloway**, IT Coordinator, ARC. "All I needed was the end user's IP address. Within five minutes, I could configure the IP on a device, license it, and get back to work. Everything runs smoothly, allowing them to connect to our environment without interruption."

Since deploying IGEL, the user experience has been fast and reliable, and the IT workload for managing endpoints has been greatly decreased. The nonprofit also reports that real-time monitoring through the **IGEL UMS** enables both quick resolution of issues and stronger oversight of security posture. "Everything I monitor is now in the **IGEL UMS**, which alerts me to any issues and allows me to resolve the problem right within the platform. It's been a very responsive and smooth process overall," **said Holloway**.

The simplified deployment and ongoing device management capabilities with IGEL have freed up ARC's IT staff to focus on other critical tasks. "With IGEL, Brock has more time to

dedicate to other projects. While this benefit is less tangible, it is highly valuable because he is available when we need him to focus on different tasks," **said Mason**.

The nonprofit also achieved cost savings estimated between 15% and 20% compared to competitive offerings. Overall, IGEL provided direct cost reductions in licensing and operating expenses, as well as additional savings by increasing IT efficiency. "The smooth rollout and easy management of IGEL also prevented hidden costs often seen in complex transitions," **said Holloway**. "After completing our research and comparative analysis, we found that IGEL provided good value compared to competitors. It was a reasonably priced option that performs very well for us."

"We've had no complaints about IGEL since we installed the solution, and if I'm not hearing anything, that means it's a good day," **said Mason**.

In closing, he added, "IT modernization projects don't just happen on their own. They require a lot of proactive effort beforehand. We worked diligently with IGEL and our technology support resources to ensure a seamless experience. Having been through many technology migrations, I was concerned because it's a significant event. I expected things to go wrong, but they didn't. So that's, you know, that's cheers to everyone involved— it turned out very well and was very smooth."

## The Customer

Founded by families more than 75 years ago, The Arc New York has driven transformation and progress in the lives of people with disabilities, fought and ended the abuses of institutionalization, and developed a robust system of community support that provides opportunity, dignity, and integration for people with disabilities. Together with the Advocacy and Resource Center and other Chapters across the state, The Arc New York continues to be an influential advocate for our system of care, and the rights and opportunities of people with intellectual and developmental disabilities.



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Platform for Now & Next