

Client Spotlight



Company Name:

Madonna Place

Industry:

NonProfit – Family & Child Services

Location:

Eastern Connecticut

IT Partner:

I-M Technology, LLC



How Madonna Place Eliminated IT Disruptions and Focused Fully on Its Mission

Founded in 1987, Madonna Place strengthens families throughout Eastern Connecticut by delivering evidence-based programs that promote health, prevent child abuse and neglect, and support parents and caregivers. Each year, the organization serves 700 families, making dependable technology critical to day-to-day operations.



THE CHALLENGE

More than two decades ago, Madonna Place's technology environment had become a barrier to productivity.

- Systems were slow and inefficient
- Downtime and recurring issues frustrated staff
- Leadership lacked confidence that IT was reliable or scalable

Technology was consuming time and attention that should have been spent serving families.

A CRITICAL MOMENT:

Before the pandemic, Madonna Place operated fully on-site and had no remote-work infrastructure. When COVID-19 hit, leadership faced the urgent challenge of moving the entire organization to a hybrid environment.

I-M Technology acted immediately: configuring laptops, setting up secure remote access, and training staff on new systems. The transition was completed quickly and with minimal disruption, allowing Madonna Place to continue serving families during a critical period.

With IT handled by a trusted partner, Madonna Place can focus fully on its mission. As leadership puts it:



Not worrying about technology has allowed us to focus on our work—and the families we serve.

THE SOLUTION

Madonna Place partnered with I-M Technology to stabilize, modernize, and manage its IT systems with a mission-first mindset.

Rather than simply reacting to problems, I-M Technology focused on:

- 01 **Designing a reliable, well-maintained network**
- 02 **Training staff to use technology efficiently**
- 03 **Proactively identifying and resolving issues**
- 04 **Providing fast, responsive support when needed**

Over time, Madonna Place transitioned from a fragile IT environment to one that “just works.”

WHY IT WORKED

Today, Madonna Place experiences:

- **Near-zero downtime (outside of power outages)**
- **Immediate response when issues arise**
- **Improved staff productivity and confidence in technology**
- **Lower stress for leadership, with IT no longer a daily concern**

I-M Technology also provides strategic insight into technology decisions—helping Madonna Place save money and make smarter, long-term investments.

