

Client Spotlight



Company Name:

United Cerebral Palsy of Eastern Connecticut

Industry:

Human Services - Disability Support NonProfit

Location:

Quaker Hill, CT

IT Partner:

I-M Technology, LLC



How a Connecticut NonProfit Secured Mobile Data, Improved Compliance, and Freed Leadership to Focus on Their Mission

United Cerebral Palsy of Eastern Connecticut (UCP-EC) supports individuals with intellectual and developmental disabilities through residential services, day programs, employment support, and community inclusion.



THE CHALLENGE

As the organization grew, technology became critical to daily operations (especially mobile iPads used by more than 60 Direct Support Professionals (DSPs) to document care in real time).

However, IT oversight was handled internally by non-technical staff, creating several risks:

- Leadership time consumed by IT issues
- Inconsistent device management and software updates
- Growing HIPAA compliance concerns
- Increased risk from lost or stolen mobile devices
- Limited confidence that sensitive client data was fully protected

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I think a lot of leaders are intimidated by the costs associated with managed IT services, but for us, the cost is absolutely worth it because it allows us to focus more on our primary mission and programs without worrying about technology disruptions.”

— Jennifer Keatley, Executive Director

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THE RESULTS

After partnering with I-M Technology, UCP-EC achieved:

- Stronger protection of sensitive client data
- Improved HIPAA compliance confidence
- Secure, efficient mobile documentation for field staff
- Less leadership time spent on IT problems
- More focus on programs, people, and mission delivery

THE SOLUTION

AUCP-EC partnered with I-M Technology to implement a managed IT strategy focused on security, compliance, and operational efficiency, including:

HIPAA & Security Management

- Guided HIPAA compliance using structured tools and training
- Reduced compliance complexity for leadership
- Improved confidence in data protection practices

Mobile Device Security

- Centralized management of all staff iPads
- Remote lock and full data wipe for lost or stolen devices
- Secure mobile documentation without slowing staff down

Proactive IT Management

- Remote software and security updates pushed automatically
- Reduced downtime and eliminated manual device handling
- Faster issue resolution through remote support

Responsive Support

- Simple ticketing for staff
- Quick troubleshooting without disrupting care delivery

WHY IT MATTERS

For NonProfits, unmanaged IT risk doesn't just threaten systems—it threatens services, compliance, and trust.

With the right IT partner, technology becomes a stabilizer instead of a distraction.

I-M Technology helps NonProfits reduce IT risk, control costs, and stay compliant—so leadership teams can focus on serving their communities, not managing technology.

Want similar results? Schedule a complimentary IT Systems & Risk Assessment