

Protecting What Matters Most: How the Humane Society of Elkhart County Secured Its Mission with Applied Innovation



Industry: Nonprofit

Services Used: Managed IT Services
Cybersecurity

“A lot of times, things will happen in our system, and they’ll have it fixed before we even know it’s an issue. We’ve stopped reacting to IT emergencies. Cybersecurity isn’t optional anymore. Small organizations like ours are targets, and having that expertise gives me peace of mind. I can actually sleep at night. They’re responsive, patient, and they explain everything in plain English. We don’t have to be IT experts. They meet us where we are. I can focus on the mission, and our staff can focus on the animals instead of worrying about servers. For a fraction of the cost of an in-house IT person, we have an entire team of experts supporting us.”

ROB LAROY

Executive Director, Humane Society of Elkhart County

Customer Challenge

The Humane Society of Elkhart County is one of the largest humane societies in Indiana, serving a small community without in-house IT staff. After outgrowing their previous provider, they evaluated eight different partners in search of a team that could deliver responsive support, communicate clearly, and proactively manage their environment.

At the same time, cybersecurity was a growing concern. As a nonprofit handling sensitive donor data, they needed stronger protection against increasing cyber threats.

Applied Solutions

Applied Innovation provided a proactive, fully managed IT approach, handling system monitoring, updates, backups, and issue resolution, often before problems impact staff.

Just as importantly, Applied took the time to understand the organization and tailor support accordingly, delivering clear, jargon-free communication and strengthening cybersecurity to protect donor data. With a trusted partner in place, the team can stay focused on their mission instead of managing technology.

The Benefits

Proactive IT support that resolves issues before they disrupt operations

Clear, jargon-free communication staff can actually understand

Stronger cybersecurity protecting sensitive donor information

More time to focus on the organization’s mission, not technology

Access to a full team of IT experts at a fraction of the cost of in-house staff

A partner who understands the unique challenges of nonprofits



At Applied Innovation, we have nearly four decades of technology expertise, 600+ team members, world-class brand partners, and a passion you’ll rarely find in a business like ours. Plus, as an independent dealer, we have the autonomy to always do what’s right for you. Whether your goal is adopting new technologies, making smarter use of the tools you already use, or maybe a mix of both, our people are always available. And always happy to help.



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