



# CASE STUDY

*In an era of rapid technological advancements, educational agencies face the challenge of seamlessly integrating new tools into their systems. This case study delves into how Stars navigated this terrain, leveraging expert technology assistance to enhance their educational initiatives and streamline their operations.*

## SOUTH SHORE STARS

Stars is an education agency that provides comprehensive early education and youth development programs that enhance the optimal growth of children from economically and culturally diverse families, using a family support approach in collaboration with schools and other service providers.

### OVERVIEW

Post-pandemic, as kids were going back to school, there was a heightened need for upgrading and expanding the technology that the agency had at the time. They needed technology they could rely on and make sure that they had all safety measures in place. They only had one person on staff who was really overseeing all of the technology as well as their other duties. Since the agency was growing, having only one person over all of that wasn't feasible anymore and they decided to outsource their IT support.

### CHALLENGES

- They are a nonprofit organization with limited funds in a mode of growing and expanding both physically into new locations as well as technologically. They are looking to offer educational opportunities to students in a variety of situations.
- Their communications and files contain confidential information about students and families that they needed to make sure stayed safe and were only shared with the appropriate people and organizations.
- They have multiple locations with different infrastructures that they needed to make sure were up to date on security measures.
- They needed to implement systems that they could easily manage and change as their needs change.



## RESULTS

- SecureWon has helped them make their locations more physically secure with security cameras in appropriate places and locked doors.
- They have happily upgraded their cabling, phone systems and online enrollment programs with the options that SecureWon provided.
- The agency has on-call help desk to quickly and efficiently resolve issues as they arise both in person and remotely.
- They are able to grow and expand the agency to new locations and offer more opportunities to children and family in challenging circumstances with increased technology.
- The agency feels more at ease with technology and security to better able focus on their mission to support children and families because of the positive relationship they have with SecureWon.



## SOLUTIONS

- SecureWon did a thorough security and vulnerability assessment of each agency location alongside with the core leadership. The assessment included gathering information, confirming system inventory, identifying current security controls, evaluating and testing threats and risks, evaluating current policies, procedures and protocols, developing findings and recommendations, and reviewing with the board and administrators.
- They listened to the unique needs of the agency in regards to their current situation and where they wanted to be. They discussed those needs from the different perspectives of a nonprofit business, an educational organization, the staff, the families, and the students to make sure that all areas would be covered.
- They prepared and presented the assessment of weak points in the agency's cybersecurity and physical building security and their recommendations to make their locations and communications secure.

