

What We Do...

Our Services

- ☐ System Administration
- ☐ Help Desk Support
- ☐ Hardware / Software Support
- ☐ Onsite Support
- ☐ Telecom Systems
- ☐ Application Hosting Service
- ☐ IT Purchasing
- ☐ Software Selection Consulting
- ☐ Cell Phone Coordination
- ☐ IT Security and Disaster Recovery Planning
- ☐ Network Architecture Solutions
- ☐ Software Systems Solutions
- ☐ Remote Connectivity
- ☐ Database Maintenance



IT and Telecom Solutions
CIS
for Not-For-Profit Agencies

Center Information Services
1000 Elmwood Avenue
Rochester, New York 14620

www.cisny.org

Contact:

Laura Segave
Executive Director
585-210-4032
lsegave@cisny.org

IT and Telecom Solutions
CIS
for Not-For-Profit Agencies

**Providing the
Right IT Solutions
to Fit Your
Agency's Needs**



**CIS Understands
the Unique Needs
of
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Who We Are...

In 1998, CIS was formed by a group of visionary not-for-profit agencies to provide first class computer support services, centralized IT related purchasing services and software consulting. With the goal of achieving better IT services and lower costs, the agencies could focus on their primary missions of providing benefit and support to their clients.

Today, CIS delivers this... and more!

Founding agencies:

- ◆ The AI Sigl Community of Agencies
- ◆ The Arc of Monroe
- ◆ CP Rochester
- ◆ Rochester Rehabilitation

Some of our customers include:

- ◆ Epilepsy Foundation
- ◆ LDA Life and Learning Services
- ◆ Medical Motors Services
- ◆ Rochester Hearing & Speech

What CIS can do for you...

Call Center Help Desk

Allow your employees to call a centralized full-service help desk to assist with hardware, software, telecom and network related service requests.

Onsite Technical Support

CIS provides onsite support for your technical needs. Allow our knowledgeable and professional technicians to stop by your office.

IT Consulting

CIS will make your company's IT goals a reality. We recommend a course of action on large scales projects, including hardware, software and network based solutions, information security and disaster recovery.

Telecommunication Services

CIS can provide installation, service and support for Allworx Voice over IP systems, IP phones, data networking and cabling.

Application Hosting Services

CIS utilizes a world class, secure, data center to house mission critical applications for our customers. Remote data replication services are also available.

Purchasing Affinity Services

CIS leverages its volume discount pricing contracts and charity pricing agreements to maximize our customer purchasing power.

Our Accomplishments...

- ◆ Achieved significant and measurable improvements in overall end user customer satisfaction.
- ◆ Formulated standardization plan for all our partner agencies and developed strategies to implement.
- ◆ Assisted customers in the development and implementation of information security and disaster recovery strategies.
- ◆ Well versed in successfully driving collaborative efforts and in the inner workings of the not for profit environment.

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