



CASE STUDY **SILICON VALLEY COMMUNITY FOUNDATION**
INDUSTRY NONPROFIT COMMUNITY FOUNDATION

FINDING A CLOUD SERVICES PARTNER TO GROW WITH



SVCF At-A-Glance:

Silicon Valley Community Foundation (SVCF) is a nonprofit advancing innovative philanthropic solutions to problems via community leadership, grant making, research and a community of philanthropists and problem-solvers.

Challenges:

SVCF had outgrown its long-term cloud services partner and required a new provider that could support its expanding IT requirements.

Solutions:

SVCF leveraged Navisite®’s Desktop-as-a-Service (DaaS) solution and transferred hosting of its Blackbaud ERP system to the NaviCloud® platform.

Business Outcome:

Since migrating to NaviCloud, SVCF’s main online donor portal has not experienced any down time. The functionality of NaviCloud DaaS has also impressed SVCF’s end-users.

COMPANY OVERVIEW:

Silicon Valley Community Foundation (SVCF) is a nonprofit organization that seeks to advance innovative philanthropic solutions to challenging problems through visionary community leadership, grant making programs, research and a community of energized philanthropists and problem-solvers. As the largest community foundation in the world, with more than 1,700 philanthropic funds and \$6 billion in assets under management, SVCF is a comprehensive center of philanthropy and a respected financial steward. SVCF offers donors a simplified, personalized approach to giving that allows them to focus on their charitable passions by providing professional investment management of their charitable funds, a full range of consulting services and expert guidance. SVCF serves San Mateo and Santa Clara counties through its Community Impact division, but also helps donors support charities around the world.

Challenges

Silicon Valley Community Foundation was experiencing growing pains with its long term cloud services provider. The foundation was growing at a much faster pace than anticipated and needed to find a provider that had the capacity and technical prowess to support the organization’s expanding IT needs.

SVCF’s head of IT, Patrick O’Sullivan, was in search of a new provider that could deliver a broad range of fully managed services and

solutions to meet both current and future IT needs. O’Sullivan wanted to ensure he chose a provider that would grow with the business and continue to be a partner as he and his team expanded into new areas of the Cloud.

The organization’s current cloud provider’s application performance and availability became a major concern. The system increasingly experienced intermittent periods of connectivity issues, and donors reported problems accessing the main online donor portal supported by the organization’s Blackbaud ERP platform.

Another top concern for SVCF was security. As one of the leading community foundations, with billions of dollars in managed assets, the pressure was on O’Sullivan and his team to ensure they were addressing all security concerns and providing donors with a highly secure platform to access their information and direct their philanthropic investments.

Goals

Ultimately, O’Sullivan wanted a provider that had a complete suite of cloud-based solutions with the right security and compliance procedures and policies in place. From a services perspective, O’Sullivan and his team needed a highly resilient Desktop-as-a-Service (DaaS) solution that could keep up with their growing business, as well as provide data protection and disaster recovery capabilities to help maintain business continuity.



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To help in the search for a new cloud service provider, O’Sullivan turned to the team at Bridgepoint Consulting, which provides advisory services to optimize financial operations and technology utilization for its clients.

The vendor evaluation process started with a list of three contending providers that were invited to participate in the proof of concept — one of which was Navisite. During the proof of concept phase, O’Sullivan and his team were impressed by the performance and robustness of Navisite’s NaviCloud platform. Additionally, O’Sullivan felt Navisite had a well-run operation in place and found the company’s organization and level of professionalism to be exceptional. O’Sullivan was confident that Navisite could provide the technology and support his organization was not getting from its current cloud provider. He decided Navisite was the partner he and his team needed.

O’Sullivan and his team began their work with Navisite to migrate the organization’s IT infrastructure over to the NaviCloud® platform, which serves as the foundation for all of Navisite’s infrastructure, hardware and application service offerings. The migration consisted of creating a virtual desktop environment leveraging Navisite’s DaaS solution, and transferring the organization’s Blackbaud ERP platform to the NaviCloud platform. The project was a broad undertaking for O’Sullivan and his team, as SVCF was one of the first within the community foundation network to implement the Blackbaud suite in a fully virtualized environment. With very few industry examples to use as a benchmark, O’Sullivan relied on Navisite’s technology and operational expertise to manage a successful migration.

Throughout the six-month migration process, O’Sullivan and his team continued to be impressed by Navisite’s breadth of expertise, level of service and support and innovative solutions. Since migrating to the NaviCloud platform, the team has not experienced any down time on the main donor portal, which was a major issue with the previous provider. “Our experience with Navisite, from the service delivery to the account management, has been perfect,” said O’Sullivan.

For O’Sullivan, the relationship he and his team have developed with Navisite has been instrumental in their success. He relies on Navisite to manage and support the day-to-day IT operations and ensure the platform runs smoothly. “Navisite handles everything at the back of the house that our team doesn’t want to worry about. They deliver the security and comfort our team needs to be able to focus on the projects that are critical to our business growth,” said O’Sullivan.

About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite’s services, please visit navisite.com or navisite.co.uk.