



URI NYC
Urban Resource Institute



QUICKCONNECT TECHNOLOGY SERVICES

CASE STUDY: EMPOWERING URI NYC WITH SECURE, SCALABLE IT

URI NYC PARTNERED WITH QTSI, TRUSTING OUR EXPERTISE IN DELIVERING SOLUTIONS THAT STRENGTHEN OPERATIONS AND SUPPORT THEIR MISSION.

COMPANY OVERVIEW

Founded in 1980 in Brooklyn, New York, URI NYC isn't just an organization it's a lifeline. Today, it stands as the largest provider of domestic violence shelter services in the U.S. and a leader in supporting survivors of homelessness and abuse. With more than 500 employees across 24 shelters and offices in NYC, URI delivers housing, legal advocacy, and trauma-informed care while its IT systems work behind the scenes to protect sensitive data and keep services running 24/7.

CHALLENGES BEFORE

As the largest provider of domestic violence shelter services in the U.S., URI NYC operates 24 sites across New York City with more than 500 employees. Managing such a large and distributed workforce requires secure systems, seamless communication, and round-the-clock reliability. To meet these demands and protect highly sensitive survivor data, URI looked for a trusted IT partner who could provide advanced monitoring, layered security, and responsive support across all locations.

HOW DID WE HELP URI?

- **24/7 Remote Monitoring & Management:**

Continuous oversight of systems, networks, and endpoints across all sites, ensuring issues are resolved before they impact staff.

- **Help Desk & On-Site Support:**

Multi-tiered support for quick troubleshooting, advanced escalation, and smooth onboarding/offboarding at scale.

- **Patch & Update Management:**

Regular updates across devices and applications to reduce vulnerabilities and maintain compliance.

COMPANY STATS

INDUSTRY:

Nonprofit / Social Services

TEAM SIZE:

500+ employees, 150+ supported users

LOCATIONS:

24 shelters and administrative offices across New York City

BASED:

New York, NY

COMPANY MISSION:

To provide safe shelter, support services, and advocacy for survivors of domestic violence, homelessness, and human trafficking

QUICKCONNECT MISSION FOR URI:

Providing URI with reliable IT support, keeping systems smooth, teams productive, and data secure through proactive solutions tailored to their needs

- **Hardware & Software Management:**

Procurement, installation, license tracking, and administration of Microsoft Azure and Intune for centralized IT control.

- **Email Security:**

Barracuda filtering, phishing protection, and encryption to safeguard sensitive communications.

- **Firewall Oversight:**

Windstream/Uniti firewall management, monitored by both URI and QTSI teams for maximum security.

- **Camera Management:**

Eagle Eye Networks for surveillance storage and retrieval, providing secure access to critical footage when needed.

- **Data Backup & Recovery:**

Implemented reliable backup and recovery solutions to protect critical files and ensure business continuity. This guarantees that, in the event of system failures or cyber incidents, URI's sensitive data and survivor records remain secure and accessible.

IMMEDIATE BENEFITS

- **Seamless Operations**

Real-time monitoring and rapid response reduced downtime and disruptions across all 24 locations.

- **Enhanced Security:**

Sensitive survivor and legal data is now protected by advanced email filtering, firewalls, and encryption.

- **Scalability & Efficiency:**

Centralized IT management made it easier to support over 500 employees with standardized tools and processes.

- **Proactive Support:**

Regular patching, automated monitoring, and structured help desk escalation prevented small problems from becoming major roadblocks.

- **Peace of Mind:**

URI's leadership can focus on expanding programs and supporting communities knowing their IT systems are secure and reliable.

Key Metrics:

By standardizing IT across 20+ sites, QTSI helped URI boost productivity, strengthen security, and reduce downtime



24/7

Monitoring & Coverage



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Security Breaches



99.99%

Uptime Maintained

Nonprofits of this size face unique IT challenges:

High Security Requirements: Sensitive client information and legal records demand advanced protection.

Scale & Complexity: Multiple sites and hundreds of employees require consistent, centralized IT management.

Mission-Critical Operations: Downtime or inefficiency directly impacts services provided to vulnerable communities.

At QTSI, we understand the unique challenges nonprofits face. Contact us to be your trusted IT partner to keep your mission moving forward!



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