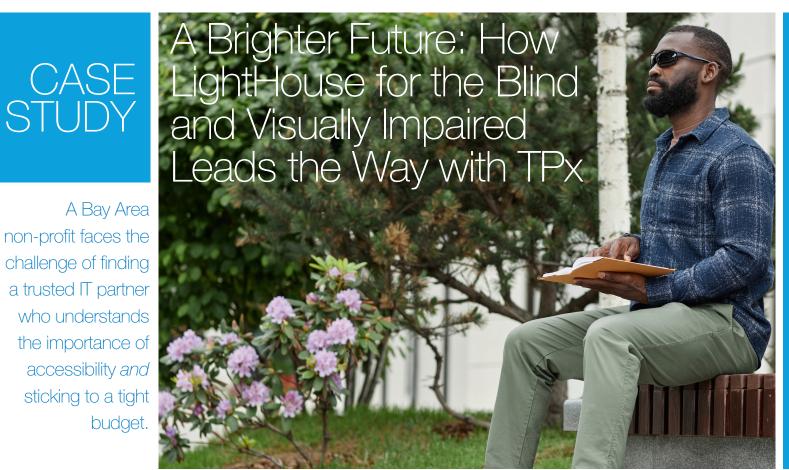# CASE STUDY

A Bay Area non-profit faces the challenge of finding a trusted IT partner who understands the importance of accessibility *and* sticking to a tight budget.

A Brighter Future: How LightHouse for the Blind and Visually Impaired Leads the Way with TPx

TPx®

Headquartered in San Francisco, LightHouse for the Blind and Visually Impaired provides education, training, advocacy, and community for blind individuals in California and around the world. Founded in 1902, LightHouse is one of the largest and most established comprehensive blindness organizations in North America, with a wide variety of programs to suit diverse needs and a rich network of blindness advocates and professionals.

PROFILE

San Francisco-based LightHouse for the Blind and Visually Impaired provides education, training, advocacy, and community for blind individuals

CHALLENGE

LightHouse's aging backup system was raising concerns about data security. Traditional on-premises options meant added hardware management and ongoing costs.

SOLUTION

- TPx provided a complimentary on-premises backup appliance to assist during transition to the cloud
- TPx also implemented a secure cloud-based backup solution for future scalability and data security

BENEFITS

The hybrid approach ensured accessibility for the visually impaired staff, plus managed backups, while the familiar on-premises appliance minimized disruption

RESULTS

The commitment to accessibility and collaboration minimized technology impact while allowing Lighthouse to focus on its mission

The Challenge: Balancing Innovation with Accessibility

LightHouse for the Blind and Visually Impaired faced a critical decision regarding their aging backup system. The existing solution was nearing the end of its lifespan, raising concerns about data security. Replacing it with a traditional on-premises solution meant additional hardware management and ongoing costs. This approach, while potentially improving security, would place a burden on their already stretched IT resources.

A complete shift to the cloud presented a different set of challenges. While cloud-based backups offered scalability and disaster recovery benefits, LightHouse's staff, with roughly 60% visually impaired or with low vision, relied heavily on assistive technologies. Ensuring compatibility with cloud-based solutions was paramount. LightHouse needed a solution that wouldn't hinder their staff's ability to perform their critical tasks.

"Accessibility is woven into the very fabric of our organization," explained Riley Morris, Director of Systems and Infrastructure at LightHouse. "We needed a technology solution that empowered our staff, not hindered them."

The Solution: Empowering Independence Through Technology

Understanding LightHouse's unique needs, TPx went beyond simply recommending a product. Working closely with LightHouse's IT team, TPx designed a hybrid solution that addressed both security and accessibility concerns.

To eliminate the need for expensive upgrades and simplify data management for LightHouse's IT team, TPx provided a complimentary on-premises backup appliance. This minimized the burden on LightHouse's already stretched resources and ensured a familiar environment for their visually impaired staff, who rely on assistive technologies compatible with their existing on-premises system. "The physical backup box was a constant worry," says Morris. "TPx offering it for free was a game-changer."

TPx also implemented a secure cloud-based backup solution. Robust cloud backups ensured data redundancy and disaster recovery, offering an additional layer of security for LightHouse's critical information. This addressed LightHouse's concerns about future scalability and disaster preparedness while ensuring their data remained secure in geographically separate locations.

This hybrid approach fully addresses LightHouse's accessibility concerns with an on-premises appliance offering a familiar and accessible environment for their visually impaired staff, while the cloud-based backups provide the scalability and security benefits of cloud technology.

"TPx listened to our concerns and crafted a solution that addressed them all," says Morris. "It wasn't just about selling us a product; it was about understanding our mission and finding a way to support it."

The Benefits: Empowering LightHouse to Shine Brighter

The new solution delivers significant benefits for LightHouse, empowering them to achieve their mission more effectively.

- **Enhanced Data Security:** Robust cloud backups safeguard critical data, including donor information, client records, and program documents, protecting LightHouse from cyberattacks and disasters.

- **Improved Accessibility:** The hybrid approach ensures accessibility for visually impaired staff while the familiar on-premises appliance minimizes disruption thanks to compatibility with existing assistive technologies. This allows LightHouse's IT team to continue providing exceptional support to clients without interruption.

- **Reduced Costs:** Eliminating the need for hardware upgrades and streamlining management with TPx's expertise lowered IT expenses. These cost savings free up valuable resources that LightHouse can reinvest into core programs and services for their clients.

- **Increased Efficiency:** A managed backup solution with TPx freed LightHouse's IT team from tedious tasks like manual backups and system monitoring, allowing them to focus on strategic initiatives and providing more proactive support to staff and clients. LightHouse can now dedicate more time and resources to developing new programs that leverage technology to empower individuals with visual impairments.

- **Trustworthy Partnership:** LightHouse gained peace of mind knowing they have a reliable, committed partner ready and willing to scale and evolve along with them.

The Results: A Brighter Future for All

With a secure and efficient IT infrastructure powered by TPx, LightHouse for the Blind and Visually Impaired can confidently focus on their mission – illuminating a brighter future for individuals with visual impairments. TPx's commitment to accessibility and collaboration ensures technology is an effective tool for the LightHouse team — rather than a hindrance — creating a ripple effect of positive impact within the visually impaired community.

"TPx has been a fantastic partner," says Morris. "Their responsiveness, accessibility focus, and cost-effective solutions have been invaluable. We highly recommend them to any non-profit seeking a reliable and trusted technology partner who understands the unique challenges faced by organizations like ours."

About TPx

TPx is a nationwide managed service provider helping organizations navigate the growing complexity of their IT environments. Founded in 1998, TPx offers comprehensive managed IT services including internet, networks, cybersecurity, and cloud communications. With a focus on service, TPx is dedicated to the success of its customers by making IT easy with solutions that address today's evolving technology challenges. For more information, visit tpx.com.