



# Case Study: Jewish Family & Children's Service of Greater Boston

A Human Services Organization Strengthens Stability, Security, and Operational Efficiency with TPx Managed Firewall & Endpoint Services



## Company Overview

Jewish Family & Children's Service (JF&CS) of Greater Boston is one of the region's most comprehensive human-services organizations. Founded in 1865, it serves **14,000-15,000 clients annually**, offering programs spanning prenatal support through end-of-life care. Services include behavioral health, telehealth therapy, case management, adult day programs, residential programs for adults with developmental disabilities, elder support, guardianship services, and programs for Holocaust survivors. Though rooted in the Jewish community, JF&CS serves both Jewish and non-Jewish clients across Greater Boston.

## The Challenge

As JF&CS expanded its services and accelerated its adoption of telehealth and digital collaboration, the organization needed a more scalable, secure, and reliable IT environment to support staff, clients, and day-to-day operations.

With a lean internal IT team supporting a growing technology ecosystem, JF&CS sought a partner that could help build stability, improve visibility across locations, and support evolving compliance and security requirements.

Key priorities included:

- Supporting reliable telehealth and client services
- Improving consistency across locations and systems
- Reducing operational strain on internal IT resources
- Building a scalable foundation for future growth

The organization also wanted a partner that could provide dependable support, practical guidance, and flexibility suited to the needs of a nonprofit environment.

## The TPx Solution

JF&CS partnered with TPx to modernize and strengthen its IT environment with solutions designed to improve security, consistency, and efficiency.

TPx implemented:

- **MSx Firewall Management**, ensuring consistent firewall configuration across all JF&CS locations
- **MSx Endpoint Services**, providing proactive endpoint management and protection
- A reliable, scalable service structure designed to meet HIPAA and Massachusetts' stricter-than-federal confidentiality standards

TPx's Solution Architects partnered closely with JF&CS to help plan and guide the organization's IT initiatives. Their flexible, strategic support helped streamline the environment, reduce overall IT costs, and support ongoing collaboration on future projects.

JF&CS valued TPx for its professionalism, dependability, and willingness to offer options rather than mandates – providing what they need, “not more,” according to the organization's leadership team.



## Business Impact

Partnering with TPx brought greater reliability, stability, and confidence to JF&CS.

**Key outcomes include:**

- Improved consistency and visibility across locations and systems
- Greater financial predictability and clearer day-to-day IT management
- Strengthened HIPAA compliance, supporting mental health services and strict Massachusetts data privacy requirements
- Reduced technology frustration, with stable connectivity supporting telehealth, case management systems, and client data reporting
- A more stable and secure IT environment backed by responsive support

Even in the early months of the partnership, JF&CS gained a trusted IT partner that helped reduce stress and bring more predictability to daily operations.

## Operational Value for IT & Administrative Leaders

TPx helped reduce strain on JF&CS's lean internal IT team while improving day-to-day efficiency.

- Access to deeper expertise across networking, systems, and infrastructure
- More streamlined management across the organization's IT environment
- Greater confidence in system reliability and security
- Responsive support that helped resolve issues quickly and minimize disruption
- Increased positive feedback from staff, reflecting stronger confidence in the reliability and support of the IT environment

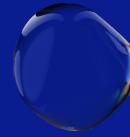
The result is a more manageable technology environment that supports both efficiency and long-term growth.

## Customer Perspective

“The experience with TPx has been phenomenal. Everyone has been incredibly responsive, patient, and kind. For the first time, I feel like we have a partner who listens and gives us what we need – not more, not less. We finally have stability, transparency, and a team we can trust.”

### Betsy Kelder

Chief People & Operations Officer,  
JF&CS of Greater Boston



## Strategic Value for Business Leaders

For a mission-driven organization where every dollar affects client services, predictable and trustworthy technology is essential.

With TPx, JF&CS leadership now has:



A reputable, established partner capable of meeting nonprofit requirements



A security foundation that supports HIPAA and strict state-level expectations



A support team that listens, offers tailored solutions, and aligns recommendations with operational goals and best practices



A stable IT environment that helps keep services running reliably while reducing risk

JF&CS strengthened its technology environment through a partnership built on trust, flexibility, and expertise.

## About TPx

TPx is your sidekick for smart IT – helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

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