



## Optimize IT with a Technology Refresh

CLIENT

Safe Passage

INDUSTRY

Non-Profit

### INTRODUCTION

Safe Passage, based in Northampton, MA, is dedicated to creating a world free of domestic violence and relationship abuse, providing survivors with the support and information to keep themselves and their children safe and to rebuild their lives. They provide a 24-hour hotline, counseling, shelter, support groups, children's counseling, disability services, specialty counseling, and legal advice/representation.



### PROBLEM

To help deliver upon their mission, Safe Passage needed to undergo a technology refresh featuring reliable laptop computers to avoid:

- ⌚ **Decreased productivity:** A few seconds per task adds up over the course of a day.
- ⌚ **Increased support costs:** Component replacement, software fixes, etc.
- ⌚ **Lost time:** Waiting for workstations to load and waiting for repairs.
- ⌚ **Lost business:** Clients don't have the patience to wait for slow workstations.
- ⌚ **Frustrated users:** User's frustration can spill over into conversations with coworkers and clients.



### SOLUTION

Sourcepass evaluated their needs and provided 10 HP ProBook G9 laptops featuring 14" screens and 256gb SSD hard drives, complete with docking stations and accessories for when mobile workers are working back in the office. Some of the benefits of this refresh include:

- ⌚ Business-grade laptops that were built to be sturdy and operate at peak performance
- ⌚ Equipment that has been refreshed contains new OEM components and runs like new
- ⌚ Keeping users equipped with the tools they need to do their job well helps them feel valued, supported, and excited



### CONCLUSION

Reliable IT allows Safe Passage to focus on fulfilling their mission. With the technology refresh, the equipment is more energy-efficient and less likely to experience a hardware failure, ensuring increased employee productivity and less downtime.

**“John was great about setting up the laptops! Sourcepass came onsite within a week of scheduling and what John did was very efficient once he was onsite, so I have no complaints!”**  
**Casper Coleman, Facilities, Technology and Admin Coordinator**