



# How ABS Helped a Non Profit Eliminate Downtime and Deliver Critical Services

## OVERVIEW

The Center for Women and Families (CWF) supports survivors of domestic violence and sexual assault across nine counties in Kentucky and Southern Indiana. With 24/7 operations—including shelters, hospitals, and crisis lines—reliable technology is essential. When system instability and limited support began disrupting services, CWF turned to Advanced Business Solutions (ABS) to restore confidence and ensure continuity of care.

## THE PROBLEM

After many years of reliable IT support from ABS, CWF made the difficult decision to transition to another provider offering a lower price point—hoping to reduce overhead without compromising service. But what seemed like a smart financial move quickly revealed hidden costs in the form of service gaps, technical instability, and a lack of strategic guidance.

- Staff struggled with underpowered laptops that couldn't keep up with daily workloads.
- Internet outages brought operations—including critical phone lines—to a standstill.
- Remote employees couldn't access systems or receive help during off-hours.
- There was no long-term planning for IT upgrades, security, or vendor accountability.
- Most critically, the provider lacked empathy—issues were treated as tickets, not people. Staff felt unheard, and the human impact of technical failures was often overlooked.

“We were calling for help and no one was answering,” said Elizabeth Martin, President & Chief Empowerment Officer at CWF. “For us, technology isn't optional—it's lifeline infrastructure.”

## THE SOLUTION

ABS returned as the Center's trusted IT partner and delivered a comprehensive strategy to restore performance, reliability, and long-term alignment. Their approach included:

- **Responsive Managed Services:** Round-the-clock support and structured escalation procedures for mission-critical systems.
- **Proactive Account Management:** A consistent advisor to guide IT planning, budgeting, and vendor coordination.
- **Upgraded Infrastructure:** Deployment of reliable, fit-for-purpose devices and strategic cloud migration planning.
- **Security and Compliance:** Ongoing security assessments and support for HIPAA compliance and grant-related audits.

With a deep understanding of the nonprofit's mission and urgency, ABS stepped in as a committed extension of the team.

## THE OUTCOME

After briefly stepping away from ABS in pursuit of lower costs, the Center quickly realized the true value of a service-first IT partner. Challenges mounted, and it became clear: cost savings mean little without reliability and support.

Since re-engaging with ABS, the Center has seen measurable, lasting improvements:

- **Operational Reliability:** Technology no longer disrupts services. Staff have access to the tools they need—when they need them.
- **Support Without Barriers:** Teams receive expert help without feeling intimidated, regardless of their technical background.
- **Financial Predictability:** IT investments are mapped to funding cycles and organizational priorities.
- **Shared Purpose:** ABS team members engage in the Center’s work, from community events to hands-on volunteerism.

**“ABS helps us show up for our clients with professionalism and confidence, They care about what we do—and it shows.” - Elizabeth Martin, President & Chief Empowerment Officer at CWF**

## THE ABS DIFFERENCE



For the center, having ABS as a partner means more than just system uptime—it means peace of mind. It’s the assurance that the people supporting their technology understand the real-world implications of every service interruption.

**“ABS gets it,” said Elizabeth. “They understand that when our phones go down, someone’s life could be on the line. And they treat it that way.”**

In that one sentence, Elizabeth captured what makes ABS different. When every minute of downtime can affect a life, organizations need more than just technical support—they need a partner they can count on. **ABS delivers more than IT. We deliver peace of mind.**

**Ready to future-proof your IT Strategy? Contact us today!**



502-896-2557



AdvancedBusinessSolutions.com



1745 Payne Street  
Louisville, KY 40206