> **In a matter of hours, IntermixIT flagged the action, alerted the leadership team, and intervened**

Company Name:
The Foundation for
Enhancing Communities

Name & Title:
Kirk Demyan, Senior Executive
Vice President & CFO

Location:
Harrisburg, PA (HQ)

Website:
TFEC.org

Industry:
Nonprofit

TFEC THE FOUNDATION FOR ENHANCING COMMUNITIES

Top-Protected Nonprofit: Kirk Demyan, Senior Executive VP & CFO Of The Foundation For Enhancing Communities, Breaks Down How IntermixIT Supports Their Fiduciary Responsibility To The Community

R ecently, The Foundation for Enhancing Communities got a reminder of why their work is so important. As a community foundation that supports nonprofits and other community initiatives, TFEC gives funds to causes that are changing lives. "One of the organizations we work with helped a single mother of five get out of homelessness, access job training, secure her CDL license, and land a job where she will be making $35/hour," Kirk Demyan, SVP & CFO of TFEC, said with a smile.

The way TFEC works is that it gets funds from donors as well as for-profit companies and acts as a steward of those funds, distributing them to important community causes on a regular basis. "Donors have the option to select the organizations or students they want to support," explained Demyan. "Or they can leave it up to our grant-making and scholarship committees here at the foundation."

Since 1920, TFEC has been distributing funds to make an impact—both on a large scale and on a smaller, more personal scale, like in the story above. However, managing funds comes with a fiduciary responsibility to protect those funds from one of the biggest risks of today: cybersecurity attacks. In 2012, TFEC began working with IntermixIT because their IT infrastructure at the time wasn't addressing all the security needs of the organization.

"Today, we're one of the top-protected nonprofits, thanks to IntermixIT," Demyan said proudly. Feeling confident in the IT infrastructure of TFEC is about more than peace of mind; it's about bettering the community and protecting donors' contributions.

Moving Up The Priority List

Twenty-three years ago, TFEC had only four staff members. By 2008, that number had gone up to eight, and headlines surrounding hacking, technology issues, and other cybersecurity issues were popping up more than ever. Demyan and the rest of the team knew they needed a more structured approach to IT support, but like many nonprofits, they didn't have the funds to hire someone in-house.

They jumped around to a few different IT providers, paying an hourly rate if they ever needed support. "Since we didn't sign up for any major packages with these providers, we were always at the bottom of the priority list when we needed something," recalled Demyan. It would take a day or more to get a response, and any tech-savvy person knows that's not fast enough to stop active attacks or mitigate current risks.

Knowing that there had to be a better option, Demyan got to searching for an MSP online. IntermixIT popped up as a local provider, and he reached out. "They had a package that was affordable and got us a four-hour response time. Knowing we wouldn't be at the bottom of the priority list anymore, we were sold," he said.

No More "Transformer-Like" Server

When the partnership between IntermixIT and TFEC started out, the fact that IntermixIT was local was incredibly important. "We still had our server on-site, we had desktops, and we needed an MSP that could send technicians out when things went wrong," explained Demyan. However, it wasn't long before IntermixIT led the transition from desktops to laptops and from an on-site server to a cloud-based solution.

For a while after that transition, the remnants of the old server took up a huge section of the TFEC office. "That thing was like a transformer," Demyan detailed. "We had old pieces of tech, wires, and a bunch of machines we didn't use. Eventually, we had the budget to ask IntermixIT if there

was anything they could do to clear that stuff out and get us some of our office back. Within a month from the day I asked, they had removed all the unnecessary equipment and cleaned up the space."

When A Hacker Ghosts

Every now and then, Demyan gets a reminder of how beneficial it is that TFEC is no longer at the bottom of the priority list. When an attorney who works closely with TFEC got hacked, the hackers ghosted his email. Then, posing as the attorney, they sent emails to TFEC staff. "Not one character in the email was out of place. They even had his signature at the bottom," Demyan said.

Because of this predatory approach, the TFEC staff members had no reason to believe the incoming email was suspicious, and one of them clicked the malicious link. "In a matter of hours, IntermixIT flagged the action, alerted the leadership team, and intervened," Demyan shared. Taking action to achieve the best outcome, IntermixIT halted everything, reached out to TFEC's cybersecurity insurer for additional support, and verified that the TFEC network was not compromised.

Thanks to IntermixIT's quick action, nothing detrimental came from the scare. For a few weeks following the breach, the cybersecurity insurance company wanted to monitor TFEC's network for any other suspicious activity, and IntermixIT worked with them every step of the way.

To reinforce employee education and prevent well-meaning staff from exposing the organization to threats in the future, IntermixIT offers IntermixIT University as part of their package. Throughout the year, TFEC staff get different cybersecurity trainings sent to them. "The finance team and I probably get tested the most," Demyan laughed. "But I get to see quarterly metrics of who completed the trainings and what their scores were." Demyan knows that continued education is one of the most effective ways to protect donated funds, so he's all-in on IntermixIT University.

It Comes Down To Trust

TFEC plays an integral role in its community, but without the trust of the community members, it wouldn't have the impact it does today. "People entrust us," said Demyan. "We have a fiduciary responsibility to protect their money." If that trust gets broken because of a cybersecurity attack or some other IT issue, it could lead to irreparable damage to the organization and the community it serves.

But, ever since working with IntermixIT, Demyan hasn't had to worry about that at all. "I tell all the nonprofit leaders I know that they need to invest in support like this, with IntermixIT if possible," he said. "I know more than anyone what it's like to want to spend money on your community programs instead of back-office functions like IT, but if you're not protecting the money you have, you won't have community programs to support at all."

To find out more about how IntermixIT can protect your organization's assets and help you serve your clients, visit **IntermixIT.com**