



ChildSafe

Connected with Purpose: When One Nonprofit Found Its True Technology Ally

When file storage tied employees to an on-premises server, a nonprofit gained greater flexibility through an IT partner that valued clear communication and relationships.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

ChildSafe needed a more flexible way for employees to access files without relying on an on-premises server. 7tech transitioned the nonprofit's file storage to SharePoint, giving the team more freedom in how and when they work. ChildSafe also gained responsive IT support, clear communication, and personal service from technicians committed to resolving issues and building a trusted relationship.

About the Client

ChildSafe is a small to mid-sized nonprofit led by CEO Randy McGibeny. The organization places a high value on relationships and personal service. Its team wanted an IT partner whose technicians would communicate clearly, respond to issues, and work closely with employees to make technology support feel seamless.

The Challenge

ChildSafe's employees relied on file storage connected to an on-premises server, limiting how flexibly they could work. The nonprofit also needed an IT partner that would respond quickly, communicate clearly, and provide personal service rather than treating support as a purely transactional process.

- File access depended on an on-premises server, leaving employees tethered to the organization's existing infrastructure.
- The team wanted greater freedom to work when and how they needed without being limited by server-based file storage.
- ChildSafe valued relationships and needed technicians who would communicate, investigate issues promptly, and work toward a seamless experience.



Since 7tech transitioned our non-profit's file storage to SharePoint, our team is no longer tethered to an on-premise server and we have the flexibility and freedom to work when and how we want.

Randy McGibeny, ChildSafe

The Solution

7tech transitioned ChildSafe's file storage from its on-premises server to SharePoint. The move gave employees a more flexible way to access the files they needed and supported greater freedom in how they worked. Alongside the migration, 7tech provided responsive technical support, investigated issues quickly, and kept the organization informed. Its technicians worked closely with ChildSafe to make the experience seamless and build the personal connection the nonprofit valued.

The Results

After the SharePoint transition, ChildSafe's team was no longer tethered to an on-premises server. Employees gained greater flexibility and freedom to work when and how they wanted. The organization also experienced responsive support from technicians who worked quickly to get to the bottom of issues. Clear communication and personal service helped make the IT experience more seamless. Just as importantly, 7tech developed the kind of trusted working relationship ChildSafe values in its partners.

Key Takeaways

Moving file storage to SharePoint gave ChildSafe more flexibility and removed its dependence on an on-premises server. Responsive support, clear communication, and personal service showed the value of an IT partner that prioritizes technology and relationships.

Services Provided

7tech transitioned ChildSafe's file storage from an on-premises server to SharePoint and provided ongoing technical support. The engagement included SharePoint file storage, cloud-based file access, troubleshooting, issue investigation, support communication, and technician assistance focused on creating a seamless experience for the nonprofit's team.

Final Thoughts

ChildSafe's experience shows how technology and service can work together. SharePoint gave employees greater flexibility, while 7tech's responsiveness and communication provided dependable support. The organization gained both a better way to access files and an IT relationship built on personal service.

Where Mission Meets Flexibility, and Better Technology Supports the Work

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

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