



Case Study: The Health Partnership

How a Colorado nonprofit went from fragmented IT to a proactive, fully managed partner that keeps their mission on track.

An Incomplete & Risky IT Setup

The Health Partnership has a clear mission: connecting individuals facing barriers such as poverty, isolation, and health issues with the resources they need to achieve health and well-being.

For Executive Director Brittney Wilburn, IT wasn't something she could afford to think about constantly and still be able to accomplish that mission.

Before TMGC, the organization cobbled together support from a local vendor, an offsite contractor, and a separate back-end security service. There was no single point of accountability, no proactive strategy, and no clear plan.

And unfortunately, that created an environment ripe with security concerns.



What prompted the switch to TMGC?

Security Concerns No Safety Net:

When phishing attempts and security concerns started to interrupt Brittney's day-to-day, she turned to their existing vendor for support. The response was tough to swallow: because there was no 'official' MSP agreement in place, there was no coverage.

Fragmented IT:

Three vendors, none of them responsible for the full picture. Ad-hoc support meant no one was proactively monitoring their complete IT infrastructure.

Non-Profit Compliance Pressures:

As a state-contracted nonprofit, The Health Partnership submits annual privacy and security documentation. Before TMGC, Brittney filled it out hoping she had the right answers without certainty.

"Before TMGC, I had my head in the sand with everything. Now I'm so much more informed, more supported. It feels really seamless."

— Brittney Wilburn, Executive Director
The Health Partnership

Proactive Security From Day One

TMGC immediately implemented monthly phishing training, hardened the organization's security posture, and gave Brittney a clear picture of what was being protected and why to prevent any potential attacks.

Compliance Confidence

For the first time, The Health Partnership completed their annual state security documentation with full confidence. TMGC helped them understand what controls were in place, recommended which ones to add, and helped them explain their posture clearly to prove compliance.

Strategic Hardware Planning

TMGC identified devices that weren't Windows 11 compatible before it became a problem. They flagged pricing shifts and helped the organization plan ahead instead of scrambling.



"I will always sing TMGC's praises and am grateful for our relationship with them."

Migration and Modernization

TMGC guided the team through a phone system migration and a full move to the Microsoft ecosystem, making day-to-day operations cleaner and easier to support.

A Trusted Vendor Ecosystem

TMGC made connections for cyber insurance and used its vendor network to take hardware procurement and licensing management off The Health Partnership's plate.



The New Standard for IT.

Since their initial days of fragmented, unresponsive IT, The Health Partnership has now found a team in TMGC that shows up, stays accessible, and allows them to focus on their mission without worrying about their IT infrastructure.

Whether you're a non-profit facing similar challenges or just want to experience what a real partnership looks like, we'd love to chat.

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