

## CASE STUDY

# NCIEA | Proactive IT Support That Removes the Daily IT Burden

NCIEA needed a dependable IT partner who could manage infrastructure while simplifying complex technical challenges. Over five years of partnership, Nessit delivered proactive support, streamlined processes, and clear communication—allowing NCIEA's team to focus on their core mission.



CLIENT: NCIEA



INDUSTRY: Education / Educational consulting

LOCATION: Dover, New Hampshire, USA

SERVICES: Design, implementation & evaluation of assessment and accountability systems; education policy & consulting

## ABOUT NCIEA

The National Center for the Improvement of Educational Assessment (NCIEA) is a nonprofit organization focused on improving educational assessment and accountability systems. Their work relies on reliable technology infrastructure and efficient internal systems to support their mission and collaborative projects.

## THE CHALLENGE

Like many growing organizations, NCIEA needed dependable IT support that went beyond simply responding to helpdesk tickets. Their team required a partner who could proactively manage infrastructure, identify potential issues early, and reduce the time internal staff spent dealing with technical problems.

They also wanted a provider capable of translating complex technical issues into clear, understandable explanations so leadership could make confident decisions without getting lost in technical jargon.

## THE NESSIT SOLUTION

Nessit approached the partnership with a proactive, ownership-driven mindset. Rather than waiting for issues to be reported, our team continuously monitors systems and looks for opportunities to improve processes and reduce workload for internal teams.

Key aspects of the engagement include:

- Proactively identifying and resolving IT issues before they impact operations
- Managing and maintaining infrastructure to ensure stability and reliability
- Explaining technical challenges in clear, practical terms
- Continuously identifying ways to streamline processes and reduce internal workload
- Taking ownership of IT responsibilities so staff can focus on their core work

## THE RESULT

Through this long-term partnership, NCIEA gained:

- Proactive IT support that prevents issues before they impact operations
- Clear communication that simplifies complex technology decisions
- Reduced internal workload through streamlined processes
- A trusted partner managing infrastructure and daily IT responsibilities



**Nessit**  
Managed IT. Simply Managed.

## WHAT NCIEA SAYS ABOUT NESSIT

*“Working with Nessit for the past 5 years has been one of my best vendor experiences. They are incredibly proactive, often resolving issues before we even notice them.”*

— Erin Joyce, NCIEA

