

Southwestern Pennsylvania Nonprofit Technology Support Resource Directory

Version 22.0
Winter 2009

Note: The Heinz Endowments provided grant support for a comprehensive directory of technology support services available to nonprofit organizations in the Pittsburgh area. The providers represented in this directory span the nonprofit, private and public sectors. From technical support to web development and hosting, from technology planning to database development, the aim is to keep nonprofit organizations aware of individuals, companies, government agencies and their nonprofit peers who provide specific service to nonprofit organizations.

This version represents the latest format and group of entries in the developing resource directory. We welcome your feedback on the format and content. What information is missing from the provider listings?

At the back of this document is a referral form. If you are a provider who should be listed in a directory of this type, please have a nonprofit client complete and return the entry form according to the instructions provided. If you are aware of providers who would be interested in being listed, please copy and distribute the form to them or contact us, and we will follow up with them.

Thank you,

Bayer Center for Nonprofit Management
Robert Morris University
www.rmu.edu/bcnm
bcnm@rmu.edu

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Organization 3 Rivers Connect
Contact Person Mr. Christopher Sweeney
Title President and CEO
Phone (412) 392-1006 x11
Email csweeney@3rc.org

Sector Nonprofit
Address 425 Sixth Avenue, Suite 1310
Pittsburgh, PA 15219
Web Site www.3rc.org

Description of Services

3 Rivers Connect (3rc) is a non-profit organization based in Pittsburgh. Our mission is to improve lives by empowering communities with insight that leads to action. We leverage innovative technology and strong partnerships to unify information about our community in a way that will give us a better understanding of the issues and a data-driven foundation for planning and analysis.

We envision a region where decision makers and community leaders have simple ways to access data, use good information to make informed policy and investment decisions, combine their passion for social issues with good qualitative analysis, build successful creative collaborations, and utilize innovative technology to efficiently manage regional information assets.

Organization Alpern Rosenthal
Contact Person Ms. Kimberly P. Griffith
Title Shareholder
Phone (412) 281-2501
Email kgriffith@alpern.com

Sector Private
Address Heinz 57 Center
339 Sixth Avenue
Pittsburgh, PA 15222
Web Site www.alpern.com

Description of Services

The Not-for-Profit Services Group of Alpern Rosenthal was established in 1990 and serves more than 150 clients. Our client list includes foundations, arts, health and welfare, social services and membership organizations. We are knowledgeable in the nuances associated with each of these different types of groups.

Our Not-for-Profit Services Group is comprised of 12 senior level professionals dedicated to working with not-for-profit organizations and each completes 24 hours of technical and business training focused on the business challenges confronting these organizations. These professionals specialize in accounting and auditing, taxes, marketing and development consulting, employee benefits and information technology consulting. Professionals in this group also have a personal commitment to not-for-profit organizations. Many volunteer their own time to local organizations as board members or informal consultants.

In addition to the more traditional accounting services offered, the Not-for-Profit Services Group provides consulting services to not-for-profit organizations. Some of these services are: Internal control reviews, goals and budgeting, strategic planning, cost allocation plans and UBTI planning. Educational services are also provided to clients, such as: executive business forums, tax updates and quarterly newsletters.

We take a proactive approach with our clients. We make sure they are promptly informed of significant new developments in accounting rules, tax laws or other business changes. We help clients assess the potential impact of such developments and provide guidance.

Organization	BIII Solutions	Sector	Private
Contact Person	Mr. Mike Walton	Address	555 Davison Road, Suite 4 Pittsburgh, PA 15239
Title			
Phone	(412) 712-1000	Web Site	www.bthreesolutions.com
Email	mwalton@bthreesolutions.com		

Description of Services

BIII (B Three) stands for Business Improvement, Business Integration, and Business Intelligence. We assist medium-to-large organizations to align their business goals, processes, and technology. We propose solutions that are consistent with business logic and justified by cost-effectiveness. B Three's design-driven, business-focused approach to IT projects ensure success and maximizes the return on your investment.

B Three believes that this approach is as valid for the "business" of a not-for-profit organization as it is for our private-sector clients. In the scope of work for our clients, we maintain a balance between private-sector and public-sector projects.

Before drawing up a contract, B Three's friendly, experienced professionals (our application development and management personnel have been employed in the information technology field for an average of 15 years) work with you to identify a cost-effective solution that meets your needs. We then quote a fixed fee for the project. After signing the contract, we get right to work - keeping you informed with regular status meetings, and finishing the project on time. We are confident of the soundness of our approach, and thus we guarantee our work.

At B Three, we understand that nonprofits must always operate with limited resources of time and money. In those circumstances, our track record of on-time, on-budget performance - substantiated by references and backed up with a guarantee - makes B Three an option well worth exploring.

Please visit our web site (www.bthreesolutions.com) for more information about the company, including details on our technical capabilities.

Organization	Bayer Center for Nonprofit Management	Sector	Nonprofit
Contact Person	Ms. Cynthia Leonard	Address	425 Sixth Avenue, Suite 2610 Pittsburgh, PA 15219
Title	Technology Services Manager	Web Site	www.rmu.edu/bcnm
Phone	(412) 397-6007		
Email	leonard@rmu.edu		

Description of Services

Today more than ever nonprofits need to use technology wisely to stay competitive, prove effectiveness and communicate with constituents. The Bayer Center's technology consultants have a broad and deep knowledge of the technology issues challenging nonprofits.

Whether in your office or in our classroom, we speak English, not Geek, so that you can understand the entire process. If you need a new website, can't figure out what fundraising software to buy, want your own database, or just feel like chilling out at Access Camp, you'll find that our support is always real, never virtual.

Some of the ways we assist organizations are:

- Assessing the state of technology being used and helping to prioritize improvements
- Developing technology plans to enhance long-term impact
- Building and improving databases that track key organizational information
- Providing custom training on software applications (can be on-site with a 10-seat mobile lab)
- Planning and developing websites
- Supporting sound technology decisions – projects have included: software selection, vendor RFP development and selection, policy and procedures development, development of staff job descriptions and hiring of IT staff

For information about Bayer Center Technology Consulting, call 412-397-6007.

Organization Blue Archer
Contact Person Mr. Robert Faletti
Title Principal
Phone (412) 353-1048
Email info@bluearcher.com

Sector Private
Address 4284 Route 8, Suite 200
Allison Park, PA 15101

Web Site www.bluearcher.com

Description of Services

Blue Archer provides website design, development, hosting and support. Our solutions are flexible, scalable, and provide a low cost of ownership. We provide consulting on internet marketing strategy, helping to identify competitive advantages the internet can deliver for your organization.

Services:

- Website Design and Development
 - Content Management System
 - E-Commerce and Donations Modules
 - Web Customizations
- Web Marketing
 - Search Engine Optimization
 - Search Engine Marketing
 - Internet Marketing Strategy
 - E-mail Marketing
- Identity and Branding
 - Logo Work
 - Print Materials
- Custom Software Development

We recognize that nonprofit organizations possess a unique set of needs and are familiar with the challenges they face. We are positioned to deal with those challenges and ensure our nonprofit clients receive quality work and support in a timely manner, at an affordable price.

Organization Bookminders, Inc.
Contact Person Mr. Thomas Joseph
Title President
Phone (412) 323-2665 x222
Email info@bookminders.com

Sector Private
Address 1010 Western Avenue, Suite 400
Pittsburgh, PA 15233

Web Site www.bookminders.com

Description of Services

Bookminders is the region's premiere provider of accounting and information management services to non-profit organizations, and provides its' outsourced services in a timely, accurate and cost effective manner. Bookminders' service allows non-profit organizations to focus on their mission while avoiding the distractions inherent with supporting an in-house accounting function.

Since its founding in 1991, Bookminders has developed an expertise in non-profit accounting and serves many of the region's most prominent non-profit organizations. In addition to processing financial data, Bookminders assists its clients with budgeting, board reporting, and tracking revenues and expenses by program and/or grant. Bookminders also prepares financial information for auditors and outside consultants.

Organization	Callas Consulting Corporation, Inc.	Sector	Private
Contact Person	Mr. Nicholas Callas	Address	489 Castle Shannon Blvd, Suite 7 Pittsburgh, PA 15234
Title	President		
Phone	(412) 400-1305		
Email	ncallas@cc-corp.us	Web Site	www.cc-corp.us

Description of Services

South Hills based Mega-Logic helps small and medium-sized organizations get the best return possible on computerization and "webifying". These activities dramatically improve operating efficiencies and effectively bridge the gap to clients. We provide our clients the extensive on-site technical and training capabilities of larger organizations, allowing them to focus on their jobs, not on how to "run their system." Mega-Logic is structured to provide client value. We offer a single point of contact - and responsibility - for:

- Needs assessment, recommendation and installation.
- Website creation, hosting and maintenance.
- LAN specification, installation, configuration and maintenance.
- Application training.
- Technical support training.

Our approach to system maintenance is simple. In addition to emergency response, we routinely schedule 1-2 visits per month to provide a cost-effective opportunity to address small, annoying problems and to train one or two onsite staff members as "first-line" responders. This training - and the use of the "first-line responder" is tailored to organizational capabilities.

Our approach to website maintenance is equally simple. Despite best efforts, most clients do not develop in-house expertise to maintain websites. We update client websites twice a week. You forward the information for regular changes to us. We make it happen, check it and publish your website to our server(s). Our annual retainer program is the recommended approach for small projects, ongoing maintenance and support.

Hourly pricing is available for small projects, training, technical support, etc. Fixed pricing is available for major, defined projects.

Organization Computer Comfort
Contact Person Ms. Judith Ann Tapolci
Title President/CEO
Phone (800) 948-0201
Email judyt@computercomfort.com

Sector Private
Address 3901 Washington Road
Suite 105
McMurray, PA 15317
Web Site www.computercomfort.com

Description of Services

Computer Comfort was born 23 years ago in a home basement in Pittsburgh with two employees. Sheer determination, a passion for technology, and a reputation for dependability enables our home-based computer repair business to be the successful company we are today.

Computer Comfort is your answer for home and business computer and network problems. Our exceptionally qualified and friendly technical representatives and sales people offer solutions you can value and trust.

We won't intimidate you with IT techno-speak and fear of technology. Our friendly technicians are always waiting to answer a question, fix a single computer, or install and maintain an entire corporate office network. At Computer Comfort you can expect honesty, dependability and straight talk from down to earth people rather than 'take a number' service from big box retailers.

Computer Comfort will do whatever it takes for our customers. Whether in our store at your business or in your home, you will receive the same fast, friendly, and comfortable service. Call to schedule your "Free Network Sweep" and don't forget to ask about our "Comfort Programs."

Organization Computer Training Solutions
Contact Person Ms. Ilene S. Riffle, MBA
Title Computer Software Trainer and
Business Consultant
Phone (724) 733-7022
Email iriffle@windstream.net

Sector Private
Address 3613 North Hills Road
Murrysville, PA 15668
Web Site

Description of Services

I provide workforce re-training in an individual or group setting. I train on all Windows XP/Vista based versions of MS Office 2003 and 2007 applications (Word, Excel, Access, Outlook, PowerPoint and Publisher) as well as office applications for MAC OSX. I tailor each training session to the group or individual's specific needs.

I specialize in computer software training needs for those who have little or no computer experience. This includes those wishing to pursue a new field and those in-between jobs as well as senior citizens unfamiliar with computers.

Organization	Consolidated Communications	Sector	Private
Contact Person	Mr. Tim Sweet	Address	2710 Rochester Road Cranberry Township, PA 16066
Title	Senior Sales Consultant		
Phone	(724) 933-9522		
Email	tim.sweet@consolidated.com	Web Site	www.consolidated.com

Description of Services

ounded more than a century ago, Consolidated Communications (NASDAQ:CNSL) is a family of companies providing advanced communications services to both residential and business customers in Illinois, Texas and Pennsylvania. Consolidated Communications offers a wide range of services over its technologically advanced IP-based network, including local and long distance telephone, Digital Phone, high-speed Internet access and Digital TV.

Serving markets in three states, Consolidated Communications is the 13th largest independent local telephone company in the nation. Our related businesses complement our core telephone business and include directory publishing and advertising services, business systems, retail and wholesale operator services, call completion services and fully integrated telemarketing and fulfillment services.

Organization CyBerJaz Corp.
Contact Person Mr. Mark Bombara
Title Sr. Vice President
Phone (412) 922-2000
Email mbombara@cyberjaz.net

Sector Private
Address 2276 Todd Road
Aliquippa, PA 15001
Web Site www.cyberjaz.net

Description of Services

CyBerJaz is a family owned and operated business. The most important thing to us is succeeding with integrity. Unlike so many others in our industry, we are not driven by the motives of third-party investors, partners with dreams of cashing-out or anything that would present a conflict of interest with doing what is best for our clients, partners and employees. Simply put, we are out to be the best company to work with and for - period.

Selecting the company to whom you will entrust something as important as your technology is no easy task. Since our inception in 1997, we have seen a lot of so-called competitors come and go. Our unwavering commitment to delivering quality services, treating those we work with fairly and putting relationship first, have enabled us to thrive.

Trust the company that has the experience and dedication necessary to have a long-term track record of exceeding the IT needs in the small and mid-size business community - CyBerJaz.

Let's face it, if you currently work with an IT Service Provider, they just may profit when your systems are down - even though you are paying them to maintain your network. We operate with a different set of values. Our Managed IT Services clients enjoy a fixed monthly fee that never fluctuates regardless of how many service calls or problems. We can only profit when you don't have IT issues. Out of necessity, we must go that extra mile to proactively manage, secure and improve your network.

CyBerJaz Managed IT Services Areas

- Hands-on Network Maintenance and Management
- Data Backup & Disaster Recovery
- Windows Servers and PCs
- Network & User Helpdesk
- Web Hosting & Co-location
- Firewalls & Security

Focus on your core responsibilities, let us ProGuard-IT!

Organization	Dennis Piper & Associates, P.C.	Sector	Private
Contact Person	Mr. Dennis Piper, CPA	Address	811 Boyd Avenue, Suite 205 Pittsburgh, PA 15238
Title	Owner		
Phone	(412) 826-8600		
Email		Web Site	www.dennispiperassociates.com

Description of Services

Dennis Piper & Associates is a Certified Public Accounting Firm located in the Pittsburgh area. Our firm provides audit, accounting & review services as well as preparation of Form 990.

Dennis Piper & Associates is the number one sponsor of QuickBooks seminars in the Pittsburgh area. We provide bookkeeping and accounting services to Not-For-Profits using QuickBooks software, including general ledger design and implementation, and training of accounting personnel. We can provide Controllership services, processing your payroll, accounts receivable and accounts payable, and maintaining your fixed asset systems. We will generate customized financial statements for the Board of Directors to help manage your organization.

Organization Diskriter Inc.
Contact Person Mr. Jim Preisinger
Title IT Sales Manager
Phone (412) 344-9700 x508
Email jpreisinger@diskriter.com

Sector Private
Address 3257 West Liberty Avenue
Pittsburgh, PA 15216
Web Site www.diskriter.com

Description of Services

Diskriter is your Information Technologies (IT) one-stop company for all your computer, network and printer needs. We can design, install, or configure your new or existing network using our proven methodologies and business practices to provide your company the best possible solution for your work environment. We guarantee it!

Diskriter is a factory-authorized warranty provider on most major brands of hardware. And, as a Certified Microsoft and Novell partner, our engineers are trained and certified to support your critical network environment and infrastructures - the backbone of your business.

- Network System Sales - When you need pre-sales support, a certified Diskriter sales team will be there to guide you in making the right decision the first time.
- Network Cabling - Diskriter provides professional, high-quality cabling installations as part of our state-of-the-art services.
- Computer/Network/Printer Support - We serve clients by delivering appropriate solutions focused on each client's specific needs, with particular emphasis on developing and integrating information systems, operating and improving technology and business processes, and helping clients transform their business.
- Maintenance Programs - Diskriter's service agreements offer better pricing and, more importantly, the peace of mind that your computer systems will be up and running when you need them.
- Temporary Technical Resources - Diskriter has experienced engineers ready to assist you for those types of situations or projects on a daily, weekly or monthly basis.
- Enterprise Network Monitoring and Security Solution - Providing anti/virus/anti-spam filtering, firewall protection, intrusion detection and prevention, content filtering, VPN (site-to-site and remote access), network management - 24/7 device monitoring, network reporting, remote backups and auto updating.

Organization	Goodwill Industries of Pittsburgh	Sector	Nonprofit
Contact Person	Mr. Michael J. Smith	Address	2600 E. Carson St. Pittsburgh, PA 15203
Title	President/CEO		
Phone	(412) 481-5161		
Email	msmith@goodwillpitt.org	Web Site	www.goodwillpitt.org

Description of Services

Goodwill Industries of Pittsburgh is a human service agency and network of not-for-profit businesses that help fund programs and provide job training and employment opportunities for people who are disabled and/or disadvantaged.

Our mission: We help people improve their quality of life through work and related services.

Goodwill Industries now offers a data destruction service - Kil-A-Byte

Organization	Grossman, Yanak & Ford, LLP	Sector	Private
Contact Person	Jeffrey A. Ford, C.P.A., M.B.A.	Address	Three Gateway Center, Suite 1800 Pittsburgh, PA 15222
Title	Partner		
Phone	(412) 338-9302		
Email	ford@gyf.com	Web Site	www.gyf.com

Description of Services

Grossman Yanak & Ford LLP (GYF) is a regional certified public accounting and consulting firm that provides assurance and advisory; tax planning and compliance; business valuation; and technology services. Our nonprofit clients include social service agencies, educational institutions, religious groups/churches, and membership organizations.

GYF combines technical skills with extensive "hands-on" experience to address varied issues for clients. The professionals in our Technology Services Group (TSG) are well qualified to assist nonprofit organizations with the selection, implementation and support of integrated accounting and management information systems.

Our first priority is to listen to the client's concerns, evaluate the staff's computer experience and understand the expectations for the new system. We recognize that each organization's requirements and understanding of computer systems is different, and we strive to tailor our services accordingly.

Organization	Ideal Integrations, Inc.	Sector	Private
Contact Person	Mr. Al Stasko	Address	9970 Mountain View Drive
Title	Controller		Suite 155
Phone	(412) 466-4400		West Mifflin, PA 15122
Email	astasko@idealintegrations.net	Web Site	www.idealintegrations.net

Description of Services

Ideal Integrations, Inc. is a premier computer network integration company headquartered in Pittsburgh, Pennsylvania. Experts in the latest computer networking technologies, we can provide your organization with a complete solution, utilizing the right products that will best suit your organization's needs.

Our focus is providing superior products, knowledge, and service. No matter the size of your organization, 5 to 5000 people, Ideal Integrations will tailor a solution that is specific to your individual needs. In line with our company's vision, we will build our partnership with your company by continuing to optimize, secure, and maintain your network into the future.

Ideal Integrations has aligned itself with many of the largest companies in the technology industry. Our partnerships, including being a Microsoft Gold Certified Partner, a VMware VAC Gold Enterprise Partner and a Sonicwall Gold Medallion Partner, allow us to bring the latest technologies to every customer. Engineers on staff that are certified in such technologies assure that clients are receiving a customized and properly configured computer network solution.

By offering a wide array of service, including network design and implementation, training, security design and auditing, and ongoing maintenance, Ideal Integrations can provide your organization with a complete information systems solution. The combination of our expertise, partnerships, and experience will ensure that your company gets the most return on its technology investment.

Organization	Intelagent Resources	Sector	Private
Contact Person	Ms. Remy Bibaud	Address	700 River Avenue, Suite 317 Pittsburgh, PA 15217
Title	President and Founder		
Phone	(412) 563-8043		
Email	remy@intelagentresources.com	Web Site	www.intelagentresources.com

Description of Services

At Intelagent Resources we provide change management and technology consulting services enabling operational and frontline service level improvements for K-12 education, non profit and government clients. We fuse the best practices of business, education and technology to make sure that the CHANGES you seek are well researched, planned, implemented and monitored.

If you seek help with any of the following, Intelagent Resources is your partner to realize desired change while maximizing your return on investment:

- Process Evaluation and Re-engineering
- Organizational Assessments
- Infrastructure and Network Assessments
- Grant Audits and Outcome Based Evaluations
- Project Management and Project Management Training
- Technology Planning
- E-Rate Consulting
- Temporary Technology Staffing

Organization JENLOR Integrations
Contact Person Mr. William D. Peters
Title
Phone (412) 220-9330 x11
Email wpeters@jenlor.com

Sector Private
Address 401 Washington Avenue
Bridgeville, PA 15017

Web Site www.jenlor.com

Description of Services

CONSULTING SERVICES

JENLOR Integrations offers a diverse level of consulting expertise that enables us to quickly define a technology-based network solution to meet your specific business requirements. We bring together a broad set of skills and expertise to address your business needs in the areas of Network Architecture, Network Management, and Voice & Data Convergence. Our Consulting Services are available on a per-project or advisory-consulting basis for the time required to meet your needs.

IMPLEMENTATION SERVICES

We handle the entire planning and implementation process. We work with you to determine network design while providing overall project management of vendors and subcontractors. JENLOR Integrations has partnered with several companies in the Pittsburgh area to ensure diverse alternatives. In addition, JENLOR will work alongside any company that the customers see fit.

MAINTENANCE SERVICES

JENLOR provides a broad range of on-site support services from a standard Block-of-Time to our Network Management Program (The Assure Program). Our Assure Program lets you maximize your network's performance while controlling the cost of ownership. Depending on the size and complexity of your network, JENLOR will manage your network on a weekly, biweekly or monthly basis. We constantly assess the health of your network so that we can make recommendations for improvement. The Assure Program allows you to transfer the in-house job of monitoring and maintaining your networks to the team of professionals at JENLOR.

Organization	Konica Minolta Business Solutions U.S.A.	Sector	Private
Contact Person	Mr. David A. Ross	Address	651 Holiday Drive Foster Plaza 5, Suite 205 Pittsburgh, PA 15220-2740
Title	Applications Specialist	Web Site	www.kmbs.konicaminolta.us
Phone	(412) 875-4680		
Email	david.ross@kmbs.konicaminolta.us		

Description of Services

Organization	LSS/SeniorNet Program	Sector	Nonprofit
Contact Person	Mr. Norm Mast	Address	440 Lincoln Avenue Pittsburgh, PA 15202
Title	Program Manager	Web Site	www.lsswpa.org
Phone	(412) 734-9330		
Email	nmast@lsswpa.org		

Description of Services

SeniorNet is an international nonprofit organization that provides adults 50+ with access to computer technology to enhance their lives and empower them to share their knowledge and wisdom with the rest of society. Since its inception in 1986, SeniorNet has opened 300 learning centers in the US, Japan, Australia, New Zealand, Malaysia, Sweden and the UK providing basic computer training for over 250,000 older adults.

The Lutheran Service Society of Western PA is the sponsor for SeniorNet programs in Western PA. LSS/SeniorNet currently operates learning centers in Bellevue, Franklin Park, and East Liberty. To date, we have provided basic training for over 3000 area seniors.

We specialize in providing high quality teaching for seniors who have absolutely no prior experience with personal computers and the Internet. Our teaching environment features peer instruction (seniors teaching seniors), small class size (no more than 6 students per class) and lots of individual attention. We also sponsor a workshop series covering a variety of topics such as How to Buy a Computer, How to Select an ISP, How to Use Anti-virus Software, How to Search the Internet for Healthcare Information.

Our Bellevue Learning Center has just been re-equipped with new desktop PCs running Microsoft Office 2003 and the Microsoft Unlimited Potential curriculum.

Organization M2 Technology
Contact Person Mr. Eric Franko
Title Network Engineer
Phone (412) 423-9033
Email efranko@m2technology.com

Sector Private
Address 251 Lynnwood Drive
Pittsburgh, PA 15235
Web Site www.m2technology.com

Description of Services

M2Technology is the layman's answer to IT support and Internet technology. Every industry has a specialty - their own inherent characteristics, nature, language, market realities and challenges.

The computer industry isn't any different - except for one major fact - its technology provides the means for all industries to complete their tasks more efficiently and effectively. It has in effect, changed the face and nature of the world - politically, socially and economically.

Instantaneous communications is not an option for any organization - it is now the foundation for its existence. Many industries have common products or services, but the culture of every company is different - i.e. their vision, goals, personnel and strategies - and this is why M2Technology exists.

M2Technology isn't biased towards specific hardware and software products - its purpose is to support each client's choice and design a system that gives them maximum productivity and return on their investment.

Our services are wide ranging. We provide: The installation, maintenance and repair of servers, workstations and hardware; Web design, os-Commerce, flash and multimedia development, and website hosting.

Located in Pittsburgh, Pennsylvania, we're a "24/7" computer support and web development group that treats every assignment as it were our first and last. We stand ready to support your business goals with technology support that will give you a deserved peace-of-mind - while ensuring your systems will maintain a level of performance second to none.

Organization Mica Media
Contact Person Mr. Dan Foley
Title Partner
Phone (412) 884-3319
Email dan@micamedia.com

Sector Private
Address 3850 Brownsville Road
Pittsburgh, PA 15217

Web Site www.micamedia.com

Description of Services

Most services are subscription based, and can be paid monthly, as to fit with nonprofit budgets. All work is discounted at our special nonprofit rate.

Web Development with dynamic or static capabilities: The look and feel of your web site creates your online identity. Let us help you make it a great one. A well-designed site is more than just a cool look, it also means a site that functions efficiently. We can attach your site to online databases, program DHTML effects, and more.

Content Management System

We will custom program to meet the needs of your organization. We will program your site so you can update it, without opening the code, or knowing any programming at all. Just fill out an online form, and your website will be updated in real time.

Add Interactivity to your Current Static Site

Secure E-Commerce Shopping Cart, Online donations, Email Marketing, Online Contests, Message Boards, Surveys, Volunteer online, and more

Intranet | Virtual Office

Store all of your paper work in a secure online database, access information anywhere you can get online. Get organized and develop a 'virtual office'

Print

Brochures, Newsletters, Annual Reports, Menus, Handouts, Letterheads, Logos, Invitations, Postcards, Direct Mailers, Packaging (CD/DVD and more), Catalogues, and more. Mica Media's creative team will ensure all your print work is consistent with your organizations identity.

Organization	Net Xperts LLC	Sector	Private
Contact Person	Mr. Jake Rubenstein	Address	1500 Ardmore Boulevard
Title	Technology Business Consultant		Suite 206
Phone	(412) 244-6389		Pittsburgh, PA 15221
Email	jrubenstein@thenetxperts.com	Web Site	www.thenetxperts.com

Description of Services

How long have you searched for a knowledgeable, reliable, local computer consulting firm that offers a competitive discount labor rate?

Net Xperts LLC provides nonprofits with a partner in technology. As a partner, we provide you with expert level computer consulting, installation and troubleshooting services. Our services range from network projects to simple PC and printer repair services.

From network design and deployment across both Microsoft and Novell platforms, network security (Firewall, Anti-Virus Protection, Spam/Spyware Options), VPN solutions, network monitoring, and network analysis/documentation, we are your complete technology provider. Additionally, we provide PC and printer maintenance and support services as well as the sale of industry leading hardware and software products.

We have become successful and well recognized due to our prompt response times, high quality of services and our exceptionally competitive labor rates. Our engineers have the top industry certifications (Microsoft, Novell, HP/Compaq, Cisco, Citrix, WatchGuard, and more) and take the extra effort to provide the most efficient IT solutions for your organization. As a result, our client base is made up of many well known leading Pittsburgh organizations ranging from one of Pittsburgh's most beloved sports teams to one of Pittsburgh's most fascinating family adventure venues.

Please visit our website at www.thenetxperts.com or contact Jake Rubenstein, Technology Business Consultant (jrubenstein@thenetxperts.com or 412-244-6389) for additional information.

Organization	New Horizons Computer Learning Center	Sector	Private
Contact Person	Ms. Brandi Curtis	Address	5 Parkway Center, Suite 200 Pittsburgh, PA 15220
Title	Account Executive		
Phone	(412) 920-5100 x158		
Email	brandi.curtis@nhpittsburgh.com	Web Site	www.newhorizons.com

Description of Services

At New Horizons, your training is backed by the resources of New Horizons Worldwide, Inc., one of Fortune Magazine's 100 Fastest-Growing Companies in America for the year 2000.

Qualified instructors put your requirements first. Our instructors are dedicated to help you keep up with technology and improve proficiency and productivity. And they're backed by nearly 20 years of New Horizons training experience.

More courses at more times. All the applications and technical certification courses you need – days, evenings and weekends. We do more Microsoft certified technical training than any other company as well as training tracks for other popular certification programs.

Exceptional classroom training. Classes are taught in comfortable, well-equipped classrooms. One computer per student.

Convenient technology-based training. Stimulating, interactive learning using the Web or CD. Students set their own schedules and learn at their own pace.

Accommodating on-site training. You set the time and class site. We come to your location with an instructor, computers and any other required materials.

The finest training comes with the finest support. Telephone assistance 24 hours a day, 7 days a week. For 60 days following class.

Guaranteed results. Students may retake applications courses free of charge within six months. Ask about our technical certification Test-Pass Guarantee.

Organization Pittsburgh Free Net
Contact Person Mr. Dave Tessitor
Title
Phone (412) 343-6178
Email DaveTessitor@pghfree.net

Sector Private
Address 720 Allegheny Building
429 Forbes Ave.
Pittsburgh, PA 15219
Web Site www.pghfree.net

Description of Services

PghFree.Net offers free website hosting, email, webmail, web bulletin boards, chat rooms and mail list services to qualifying noncommercial, nonprofit organizations, citizen groups, and community oriented efforts of individuals.

In addition to being a free website host, PghFree.Net includes additional programs and tools designed to enhance communication, cooperation, and coordination among local non-profit organizations, citizen groups, and community efforts. The goal of PghFree.Net is to help each account holder:

- better reach its members and participants
- get their word out to other organizations and the general public
- make fundraising easier and more effective
- enable those involved to learn of activities and community resources offered by other PghFree.Net participants.

With or without a PghFree.Net hosted website, groups or efforts are welcome to participate and take advantage of PghFree.Net features, services, and activities. PghFree.Net also has a number of volunteer opportunities for individuals who want to help this effort.

Directories are password protected and secure ecommerce is available for fund raising and donations. In addition site statistics are available in a graphic format.

Organization Plummer Slade
Contact Person Ms. Alicia A. Slade
Title President and CEO
Phone (412) 261-5600 x202
Email slade@plummerslade.com

Sector Private
Address 428 Forbes Avenue, Suite 428
Pittsburgh, PA 15219
Web Site www.plummerslade.com

Description of Services

Plummer Slade, Inc. supports many of Pittsburgh's nonprofit organizations, foundations, charitable funds and churches. Our goal is to assist you with leveraging your investment in technology while providing a stable computer networking solution. We understand the needs of nonprofit organizations and recognize the many challenges that you face. Plummer Slade provides professional consultation to assess your technology and recommend how to maximize your technology investment.

We have the expertise to implement everything from a single PC, to complex multi-server networks that span several office locations. We provide file and print, e-mail, secure firewall, Internet and remote access server solutions. We offer complete office automation solutions to improve office productivity. As a Hewlett Packard Authorized Partner, we have the ability to deliver solid running and reliable PCs and servers to build our solutions.

Plummer Slade, Inc. has been implementing computer networking solutions since 1988. Conveniently located in downtown Pittsburgh, our certified consultants deliver prompt and courteous on-site service to all of our clients.

To learn more about Plummer Slade, please visit us on-line at www.plummerslade.com or call us at 412-261-5600.

Organization RiverHead Training, Inc.
Contact Person Mr. Philip Anderson
Title Director of Sales and Marketing
Phone (412) 261-6760
Email panderson@riverhd.com

Sector Private
Address 425 Sixth Avenue, Suite 1500
Pittsburgh, PA 15219
Web Site www.riverheadtraining.com

Description of Services

RiverHead Training, Inc. (RTI), established in 1994, is a computer training center located in the heart of downtown Pittsburgh. As a locally owned small business, RTI strives to provide the education and technology support necessary for organizations, profit and non-profit alike, to achieve their goals in today's hi-tech workplace. RiverHead Training Inc. is vendor authorized for all services provided with companies such as Microsoft, Novell, Suse, Citrix and Cisco who are among their partners.

The classes provided by RTI are streamlined to meet specific goals enabling employees to receive a quick and efficient learning experience that can easily be put to use in their environment. This is true whether the topic is Microsoft Office applications, advanced networking, programming or any of the other areas in which RiverHead specializes. A customized curriculum as well as a variety of standard, open-enrollment classes is always provided.

Please contact us for additional information on how RiverHead can help your organization meet its IT training needs.

Organization	Schneider Downs & Co., Inc.	Sector	Private
Contact Person	Mr. Patrick Armknecht	Address	1133 Penn Avenue Pittsburgh, PA 15222-4205
Title			
Phone	(412) 261-3644	Web Site	www.sdcpa.com
Email	parmknecht@schneiderdowns.com		

Description of Services

Schneider Downs is one of the largest regional public accounting and consulting firms in Western Pennsylvania and Central Ohio with a significant nonprofit specialization, including providing technology-related services. Our experienced business systems consultants help nonprofit organizations navigate the fast-changing world of information technology. Whether you need installation of an e-mail system, a network, electronic data interchange, integration of information management, or you are tapping into the Internet, our specialists have the expertise to recognize what technologies and systems will deliver the best results for your organization.

Our technology-related services for nonprofits include:

- An in-depth review and analysis of how your organization functions and identifying your business system needs
- Installation, setup and implementation of the MIP Fund Accounting System
- Assistance with the selection and implementation of fund-raising software
- Analysis of your data processing needs to determine your hardware and software requirements
- Efficiency recommendations
- Negotiating with hardware and software vendors
- Project management during software implementation
- Determining appropriate changes in your existing system and assistance with the data conversion into your new system
- Supervising the installation of hardware and software enhancements
- Establishing system security procedures
- Assisting with implementation and training of personnel on new systems

Schneider Downs also provides network support services. Our highly trained technicians provide monthly network administration services to organizations without in-house staff. We can prevent information loss and other damaging problems such as viruses and security breaches by properly configuring and maintaining your network on a monthly basis.

Organization Sisterson & Co. LLP
Contact Person Mr. Bradley P. Lusk, CPA
Title Partner
Phone 412594-7729
Email bplusk@sisterson.com

Sector Private
Address 2101 Grant Building
Pittsburgh, PA 15219-2300
Web Site www.sisterson.com

Description of Services

For more than seven decades, Sisterson has been helping companies improve their performance. We recognize that the value of IT is determined by how well it supports operations and accommodates future plans for growth. The Sisterson IT group is prepared to assist your company with the advancement of your technology requirements to assure these enhancements meet your business objectives. By performing a needs analysis/feasibility study, we can evaluate your current IT environment, identify the future needs to be addressed and jointly develop strategic IT plans. The plan will help you determine the direction, extent and the pace needed to get the technological competitive advantage that improves your bottom line.

Organization TowerCare Technologies
Contact Person Ms. Donna Myers
Title President
Phone (724) 935-8281
Email dmyers@towercare.com

Sector Private
Address 10431 Perry Highway
Suite 300
Wexford, PA 15090
Web Site www.towercare.com

Description of Services

DonorPro, by TowerCare Technologies, is fundraising/nonprofit management software that enables you to raise more money with tools to effectively communicate with prospects, donors, volunteers, board members, and recipients. DonorPro was developed by fundraising professionals for fundraising professionals. DonorPro pays for itself by increasing donations, freeing up your time, and improving donor satisfaction.

Organization Universal Information Systems
Contact Person Mr. Brian Renter
Title President
Phone (412) 229-1035
Email br@universalinfo.com

Sector Private
Address 4411 Old William Penn Highway
Monroeville, PA 15146
Web Site www.universalinfo.com

Description of Services

Are you concerned about the safety & security of your critical information?

Is it important for you that your computer network is running reliably?

Would you like to reduce your printing and copying costs?

If you answered yes to any of the above questions, you've come to the right place. At Universal Information Systems, we recognize the following important facts about your organization-

- If your important data was destroyed or somehow compromised, there is a very real possibility that your organization would cease to exist.
- For your organization to function most effectively, your network needs to be running and operational all the time. You need someone to take care of your network so you can focus on running your organization.
- You spend between 3 and 6 percent of your total revenue on document output. Even a modest reduction in costs in this area can make a significant difference to your financials.

At UIS, we have solutions to help you in all of these key areas of your organization. Call us to schedule a time for us to assess your operation and see which solutions will have the most impact on your organization. We look forward to hearing from you!

Organization Wireless Neighborhoods
Contact Person Mr. Stephen MacIsaac
Title Executive Director
Phone (412) 363-1914
Email macisaac@wireless-neighborhoods.org

Sector Nonprofit
Address 218 North Highland Avenue
Pittsburgh, PA 15206
Web Site www.wireless-neighborhoods.org

Description of Services

Wireless Neighborhoods is a community-driven network that promotes the development of the technological capacity of non-profits and small businesses to participate in the Information Age. Wireless Neighborhoods started as an initiative to expand the reach of the Smart Building into Pittsburgh's underserved communities. With equipment installed on the roof of the Regional Enterprise Tower and the WQED television tower in Oakland, East Liberty Presbyterian Church and Dominion Towers, Wireless Neighborhoods uses wireless technology to connect underserved groups to a large, shared Internet connection at affordable prices. That, however, is only where the service begins. The technology philosophy of Wireless Neighborhoods is grounded in building the capacity of the communities, organizations and individuals who join the network. A principal goal of Wireless Neighborhoods is to equip lower-income communities with the knowledge and ability to maintain their own internal network of computers and peripherals.

Organization YWCA of Westmoreland County
Contact Person Ms. Gina McGrath
Title Director of Technology
Phone (724) 834-9390 x20
Email ginam@ywcawestmoreland.org

Sector Nonprofit
Address 424 North Main Street
Greensburg, PA 15601-1893
Web Site www.ywcawestmoreland.org

Description of Services

The YWCA Technology Center specializes in customized computer trainings to meet the needs of non-profits and for-profits. The trainings are available at your site or at the YWCA Technology Center Computer Lab. We train all ages in a comfortable learning environment of eight per class and also offer private tutoring. The classes offered are: Introduction to Computers, Windows Vista, Microsoft Office Suites 2003 or 2007 (Word, Excel, Access, PowerPoint, Outlook and Publisher), File Structure, Internet and Email, Digital Photography, Computer Maintenance, How to Buy and Sell on eBay and Mail Merge. We offer training in any version of the Microsoft Office Suite at your site.

Index to Services

Who are the local Providers of:

NETWORKING SERVICES

	LAN/MAN/WAN Design	LAN/MAN/WAN implementation	Microsoft	Novell	Unix	Linux	Wireless Networking
Alpern Rosenthal	x	x	x	x			x
Bayer Center for Nonprofit Management	x						
Bill Solutions			x		x	x	
Computer Comfort	x	x	x				x
Consolidated Communications			X		x		
CyBerJaz	x	x	x	x	x	x	x
Diskriter Inc.	x	x	x	x		x	x
Ideal Integrations	x	x	x				x
Intelagent Resources	x	x					
JENLOR Integrations	x	x	x				x
LSS/Senior Net			x				
M2Technology	x	x	x	x		x	x
Net Xperts LLC	x	x	x	x			x
New Horizons Computer Learning Center			x	x			
Plummer Slade, Inc.	x	x	x	x		x	x
Riverhead Training, Inc.			x	x		x	
Universal Information Systems	x	x	x	x			x
Wireless Neighborhoods							x
YWCA of Westmoreland County			x				

Who are the local Providers of:

SUPPORT AND MAINTENANCE

	End-user Support	Technology Maintenance
Alpern Rosenthal	x	
Blue Archer		x
Bookminders		x
Computer Comfort	x	x
CyBerJaz	x	x
Diskriter Inc.	x	x
Ideal Integrations	x	x
JENLOR Integrations	x	x
LSS/Senior Net	x	
M2Technology	x	x
Net Xperts LLC	x	x
Plummer Slade, Inc.	x	x
Schneider Downs & Co., Inc.	x	
TowerCare Technologies	x	
Universal Information Systems	x	x
Wireless Neighborhoods	x	

Who are the local Providers of:

TRAINING SERVICES

	Scheduled Training	Custom Training	IT Skill Training
Alpern Rosenthal		x	
Bayer Center for Nonprofit Management	x	x	
Computer Comfort	x	x	
Computer Training Solutions	x	x	x
Consolidated Communications		x	
Dennis Piper and Associates	x	x	
Ideal Integrations	x	x	x
Intelagent Resources		x	
JENLOR Integrations, Inc.	x	x	x
LSS/Senior Net		x	x
New Horizons Computer Learning Center	x		x
Pittsburgh Free Net	x		
Plummer Slade, Inc.	x	x	x
RiverHead Training, Inc.	x	x	x
Schneider Downs & Co., Inc.	x		
TowerCare Technologies	x	x	
YWCA of Westmoreland County	x	x	

Who are the local Providers of:

WEB and EMAIL SERVICES

	Website Development	Website Hosting	Website Maintenance	Email Providers	ASP
3 Rivers Connect	x	x	x		
Bayer Center for Nonprofit Management	x		x		
BIII Solutions	x				
Blue Archer	x	x	x	x	
Bookminders					x
Computer Comfort	x	x			
Consolidated Communications	x	x	x	x	x
CyBerJaz	x	x	x	x	x
Ideal Integrations				x	x
JENLOR Integrations, Inc.				x	
M2Technology	x	x	x	x	
Mica Media	x		x		
Pittsburgh Free Net		x		x	
Riverhead Training, Inc.					x
TowerCare Technologies	x	x	x	x	x
Wireless Neighborhoods		x			

Who are the local Providers of:

INTERNET ACCESS

	Internet Access: Broadband	Internet Access: Dial - Up
Consolidated Communications	x	x
CyBerJaz	x	x
JENLOR Integrations	x	x
LSS / Senior Net	x	
Plummer Slade, Inc.	x	
TowerCare Technologies	x	x
Wireless Neighborhoods	x	

Who are the local Providers of:

DATABASE SERVICES

	Database Development	Hosted Databases
3 Rivers Connect	x	x
Bayer Center for Nonprofit Management	x	
BIII Solutions	x	
Blue Archer	x	
Consolidated Communications	x	
CyBerJaz	x	
Intelagent Resources	x	
M2Technology	x	
Riverhead Training, Inc.	x	
Schneider Downs & Co., Inc.	x	
TowerCare Technologies	x	x

Who are the local Providers of:

TECHNOLOGY SALES AND LEASE

	Hardware Sales/Lease	Software Sales
Alpern Rosenthal	x	x
Computer Comfort	x	
CyBerJaz	x	x
Dennis Piper and Associates		x
Diskriter Inc.	x	x
Goodwill Industries of Pittsburgh	x	
Ideal Integrations	x	x
JENLOR Integrations	x	
Konica Minolta Business Solutions U.S.A.	x	
Net Xperts LLC	x	x
Plummer Slade, Inc.	x	x
Schneider Downs & Co., Inc.		x
TowerCare Technologies		x
Universal Information Systems	x	x

Who are the local Providers of:

SECURITY SERVICES

	Technology Security Audits	HIPAA Resources	Computer Forensics	Disaster Recovery
Alpern Rosenthal				x
Bayer Center for Nonprofit Management		x		
Bill Solutions				x
Computer Comfort	x			
Consolidated Communications		x		
CyBerJaz	x	x	x	x
Diskriter Inc.		x		x
Ideal Integrations	x		x	x
JENLOR Integrations	x	x		x
Konica Minolta Business Solutions U.S.A.		x		
Net Xperts LLC	x	x		x
Plummer Slade, Inc.	x			x
Riverhead Training, Inc.			x	x
Schneider Downs & Co., Inc.	x			x
TowerCare Technologies				x

Who are the local Providers of:

STRATEGIC ASSISTANCE	Technology Planning	Technology Assessments
3 Rivers Connect	x	
Alpern Rosenthal	x	x
Bayer Center for Nonprofit Management	x	x
BIII Solutions	x	x
Blue Archer	x	x
Computer Comfort	x	x
Computer Training Solutions	x	x
Consolidated Communications	x	
CyBerJaz	x	x
Diskriter Inc.		x
Ideal Integrations	x	x
Intelagent Resources	x	x
JENLOR Integrations	x	x
LSS/Senior Net	x	
M2Technology	x	x
Net Xperts LLC	x	x
Plummer Slade, Inc.	x	x
Schneider Downs & Co., Inc.	x	x
Universal Information Systems	x	x

Resource Directory Referral Form

If you would like to recommend a vendor your organization uses for inclusion in the Nonprofit Technology Support Resource Directory, please e-mail the information below to leonard@rmu.edu or print out and return this form via fax to 412.471.1366, attention Cindy Leonard. Thank you!

Your Organization:

Your Name and Title:

Your Phone:

Your E-mail:

Vendor:

Contact Person:

Phone:

E-mail:

Web Site URL (if known):

How long have you known this vendor?

Please list the services this vendor has provided for your organization:

Please briefly describe why you would recommend this vendor to other nonprofit organizations:

BAYER CENTER FOR NONPROFIT MANAGEMENT
Resource Directory Entry Form

If you would like your organization to be included in the Nonprofit Technology Support Resource Directory, please e-mail the information below to leonard@rmu.edu or print out and return this form via fax to 412.471.1366, attention Cindy Leonard. Thank you!

Organization:

Contact Person:

Address:

E-mail:

City:

State:

Zip:

Phone:

Fax:

Web Site URL:

Sector:

nonprofit

public

private

Please provide a 250 word description of the technology services your organization offers to nonprofit organizations:

Please provide the names and a contact person for up to three nonprofit organizations to which you have provided services.

Organization	Contact Person

Resource Directory Service Category Form

Please place a checkmark in the cell next to each service category your organization provides and answer the additional questions at the bottom. Thank you!

<input type="checkbox"/>	LAN/MAN/WAN Design	<input type="checkbox"/>	LAN/MAN/WAN implementation
<input type="checkbox"/>	Microsoft	<input type="checkbox"/>	Novell
<input type="checkbox"/>	Unix	<input type="checkbox"/>	Linux
<input type="checkbox"/>	Wireless Networking	<input type="checkbox"/>	End-user Support
<input type="checkbox"/>	Technology Maintenance	<input type="checkbox"/>	Scheduled Training
<input type="checkbox"/>	Custom Training	<input type="checkbox"/>	IT Skill Training
<input type="checkbox"/>	Website Development	<input type="checkbox"/>	Website Hosting
<input type="checkbox"/>	Website Maintenance	<input type="checkbox"/>	Email Providers
<input type="checkbox"/>	Internet Access: Broadband	<input type="checkbox"/>	Internet Access: Dial-Up
<input type="checkbox"/>	ASP	<input type="checkbox"/>	Database Development
<input type="checkbox"/>	Hardware Sales / Lease	<input type="checkbox"/>	Software Sales
<input type="checkbox"/>	Technology Security Audits	<input type="checkbox"/>	HIPAA Resources
<input type="checkbox"/>	Computer Forensics	<input type="checkbox"/>	Disaster Recovery
<input type="checkbox"/>	Technology Planning	<input type="checkbox"/>	Technology Assessments
What percentage of your clients are nonprofit organizations?			
Do you have discounts for nonprofits?			
When were you incorporated?			

All forms should be returned to:

Cindy Leonard
 Bayer Center for Nonprofit Management, 425 Sixth Avenue, Pittsburgh, PA 15219
 leonard@rmu.edu or 412-471-1366 (fax)