



Overview

Needing to overcome technology constraints to support growth, the CIO of Shatterproof, a national nonprofit working to end the US addiction crisis, partnered with SC&H's Technology Advisory and Data Analytics teams to define the right technology to modernize its backend infrastructure, processes, and systems and implement solutions to enable real-time data visualization and improve the customer experience.

Client Industry



Nonprofit

Implemented Solutions

- Microsoft 365
- Microsoft Azure
- Microsoft Power BI Embedded
- Microsoft Azure Data Lake
- Microsoft SQL Server
- Microsoft Defender for Endpoint and Office 365

Client Challenges

- Outdated technology and remote operations led to increased cybersecurity risks
- Integrating a new survey platform (Alchemer) while synchronizing new treatment facility information across Salesforce and ATLAS (treatment locator and professional portal)
- Data on ATLAS was stagnant and lacked insights to inform business decisions
- Disparate systems reduced productivity and collaboration in a remote environment
- Budget and personnel constraints led to inefficient technology management and suboptimal configuration

Outcomes & Key Benefits



Work securely, collaboratively, and efficiently as a fully remote team



Expand into six additional states with plans to expand into five others in the next 12 months



Advance their user platform allowing them to extend treatment guidance to 40% of the US population



Improve the display of insurance information in ATLAS, optimizing the customer experience



Increase their ATLAS traffic, with more than 130K visits in their first year of optimization



More than tripled the number of people using their resources to find lifesaving treatment



Reliable access to executive-level and experienced IT professionals for ongoing and strategic technology advisory

For additional details, [read the full case study](#).

SC&H Strategies

1

Assessed the current technology environment, identified what was valuable and leverageable, and implemented the appropriate new technologies to support the back-office IT function

2

Established proper cybersecurity and data privacy protocols to mitigate risk

3

Deployed modern, API based integrations to keep technology platforms synchronized, and introduced new data-based capabilities for the ATLAS professional portal

4

Built and embedded Power BI dashboards, making data and reports accessible to state agencies and insurers

5

Advanced backend data infrastructure usage capabilities to enable more robust data collection capabilities, as well as ability for longitudinal data analysis to better understand trends across facilities, states and insurance carriers

6

Reviewed all cloud applications in place and created a strategy to centralize management and enabled best practice configurations