

Nonprofits:

Keeping Your Tech Transparent & Seamless



**Queens
Botanical
Garden**

Operating as a 501c3 and located on property owned by the City of New York, Queens Botanical Garden is an urban oasis where people, plants and cultures are celebrated through

inspiring gardens, innovative educational programs and real-world applications of environmental stewardship.

Altourage handles most aspects of QBG's IT and technology needs, including email systems, endpoint management, and cybersecurity with a focus on removing all hurdles that would keep the management teams from smoothly running a facility that gives so much back to the people of NYC.

Transparency

"Altourage's internal ticketing system gives us a real insight into the status of any issue. This is very helpful because we have so many things going on at any time and technology is definitely not our business focus. Being able to trigger a ticket with a simple email, and then knowing at every point of the process where the issue stands and when it is resolved makes the whole process transparent and seamless."

Customer Service

"We love the structure of our support team. We have dedicated technicians, whose job it is to fix the things that need fixing, and then we also have a dedicated Customer Success Manager, who is regularly checking in with us to discuss how the relationship is going and to exploring how we might improve anything that might need improving. And all members of the team are remarkably friendly and knowledgeable. We just always feel very taken care of."

Cybersecurity

"As a Nonprofit, we obviously have obligations to make sure our board is comfortable with our processes and protocols. We have handed our cybersecurity strategies and implementation over to Altourage for many years and our board and auditors have always been pleased with the results."



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"Regardless of the the size of the issue, from a printer reboot to some sort of system outage, their response is always timely, friendly and thorough."

Rebecca Wolf Deputy Director/ Queens Botanical Garden