MODERN IT. SEAMLESS SECURITY.
ONE TRUSTED PARTNER.

How Breakthrough T1D Transformed with
a Cloud-First Strategy

ABOUT THE CLIENT

Breakthrough T1D (Formerly JDRF - Juvenile Diabetes Research Foundation) is a type 1 diabetes research and advocacy organization. Breakthrough T1D funds research for the development of new therapies and treatments for type 1 diabetes.

BUSINESS CHALLENGE

As the largest nonprofit funder of type 1 diabetes (T1D) research, Breakthrough T1D (formerly JDRF) is committed to maximizing investment in research and advocacy. To stretch every dollar, the organization kept IT costs lean—creating an opportunity to modernize and streamline operations.

Key opportunities included:
- **Maximizing efficiency:** Aligning IT spend with mission priorities
- **Enhancing service delivery:** Upgrading support for staff and fundraising events
- **Improving scalability:** Shifting from in-house systems to a flexible, cloud-based environment
- **Expanding coverage:** Moving to 24/7 support across all time zones

SOLUTION

Supra ITS was selected through a competitive RFP process for its holistic, cost-effective managed IT proposal. Over a 10-year partnership, Supra ITS delivered a full IT transformation aligned with Breakthrough T1D's mission.

The key highlights of the solution include:
- **24/7 Help Desk Support:** Nationwide Level 2 support with a modern ticketing system and real-time feedback to ensure consistent service.
- **IT Infrastructure Modernization:** Cloud migration, secure network and server architecture, all fully managed by Supra ITS.
- **Strategic Advisory Services:** Long-term IT planning, SharePoint rollout for collaboration, and turnkey support for national fundraising events.
- **Pandemic-Ready Enablement:** Cloud readiness pre-COVID enabled a seamless shift to remote work and virtual events.

IT Infrastructure Modernization

Strategic Advisory Services

24/7

24x7 Helpdesk Support

KEY METRICS

200+
Fund raising events per year leveraging Supra's support

30%
Cost savings enabling more funds for research

0%
Downtime reported over 10-year period

BUSINESS BENEFITS

- ✓ **30% Cost Savings:** Scalable IT reduced costs, freeing more budget for research and programs.

- ✓ **Zero Downtime:** Reliable infrastructure and proactive support ensured uninterrupted operations.

- ✓ **Agile Pandemic Response:** Enabled seamless remote work and virtual fundraising without disruption.

- ✓ **Improved User Experience:** 24/7 support and feedback-driven service boosted user satisfaction.

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