

## Nonprofit Enterprise at Work grows cutting-edge program to provide IT service to nonprofits

Posted by [sarigg](#) October 02, 2008 06:30AM



Robert Ramey

Neel Hajra, president and CEO of NEW.

Nonprofit Enterprise at Work is hard at work securing grants and growing its cutting-edge program that provides full IT service to nonprofits at a low cost.

Created with the help of a \$125,000 grant from the Community Foundation for Southeast Michigan, the npServ program combines open source software and thin-client technology - in which inexpensive desk terminals link to a central computer instead of individual computers at each desk - to drive down hardware, software and support costs.

NEW, with offices in Ann Ann Arbor and Detroit, is hiring three full-time IT staffers to provide ongoing tech support and maintain nonprofits' systems.

"We have looked nationally and we are the only ones doing this," said Neel Hajra, who became president and CEO of NEW in June.

Local organization Friends in Deed is benefiting from the program. "Like most

### ABOUT NEW

**Founded:** 1993.

**Goal:** Help nonprofits succeed by strengthening

nonprofits, they never even contemplated the thought of IT support and just lived with a weird patchwork of donated computers," said Hajra.

"They signed on with us and now their computers and printers work all the time and they can concentrate on going about their work - not trying to handle IT problems."

The switch to npServ lets the organization maintain a database of furniture for the low-income residents it serves.

Eight organizations use npServ. NEW charges a monthly fee of \$20 per user for the first year as a promotional price. There are additional start-up costs, such as buying the server computer.

In addition to maintaining office and meeting space available to nonprofits, NEW has two other programs:

- BoardConnect, which just got a \$50,000 grant from the McGregor Fund in Detroit, and provides training and matching of board members to nonprofits;
- ResourceConnect, an information referral service for nonprofits to be connected to local consultants or other nonprofits for answers to management questions.

A few years ago NEW had more services but determined nonprofits needed high-impact concentration in a few key areas. "Instead of offering a workshop on IT, we needed to provide IT. People can't just pick up IT duties as a hobby in addition to their regular work," said Hajra.

*Laura Blodgett is a freelance writer.*

Categories: [Newsletter Top Stories](#), [Oakland Business Review](#)

management and by offering solutions to issues facing nonprofits.

**Staff:** 9 full time, 3 part time, 5 interns.

**Services:** In the past year NEW provided services to 364 nonprofits in Southeast Michigan.

**Locations:** Ann Arbor - NEW Center, 1100 North Main St., Suite 100; Detroit - Hannan House, 4750 Woodward Ave., Suite 308.