

CLIENT SUCCESS STORY

# How CDS Integrated Six Critical Systems and Solved IT Staffing Challenges



Center for  
Developmental  
Services™

# Introduction

It's hard to support your organization without staff resources in technology—especially when you need to build and maintain complex integrations. That's why CDS engaged Corsica Technologies.



## Client

Center for Developmental Services | Greenville, SC



## Challenge

IT provider couldn't handle complexity, cybersecurity, or cloud migration needs



## Solution

Strategic partnership with Corsica Technologies



## Results

CDS can focus on the families they serve while Corsica handles complex technology problems

## About The Center for Developmental Services

### Enriching the lives of families with special needs

Located in Greenville, SC, the [Center for Developmental Services](#) provides a wide range of developmental services to the families that need them most, all under a single roof. The organization works with partners to connect families to services that best fit their unique situation, such as developmental screenings, diagnosis, therapy, education, bilingual services, and much more—all in one location.

CDS is comprised of six different organizations that all work together. As a whole, CDS serves 350-450 clients per day, or roughly 9,300 every year. All this translates into a significant positive impact on the community.

# The Challenge

CDS had worked with an MSP ([managed IT services provider](#)) before, but this MSP lacked the expertise to keep up with CDS's complex technology landscape. With six different connected organizations all using their own servers, CDS needed help integrating multiple systems for a cleaner data landscape and streamlined operations. CDS's former MSP didn't have the bandwidth to handle so much complexity. This resulted in downtime that affected the entire organization.

Along with this, CDS had to keep up with HIPAA compliance regulations. This was challenging with data stored on multiple systems and an MSP who wasn't up to the task.

Dana McConnell, executive director, knew she had to do something.



**“Having six different entities all integrating their networks, our phone systems, the security systems, medical records and HIPAA compliance was very complex.”**

Dana McConnell | Executive Director  
Center for Developmental Services

But CDS wasn't only facing today's challenges. They were also thinking about the future. Ultimately, they needed to simplify their operations by migrating essential systems from on-premises servers to the cloud.

The kicker? CDS didn't have the resources to hire IT personnel. “We don't have an internal IT person on staff,” Dana said. “We are a nonprofit. We are bare bones.” Clearly, CDS was in a tough spot—and numerous families were counting on them.

CDS defined their goals this way:

- Migrate essential systems to the cloud while maintaining HIPAA compliance
- Implement HIPAA security awareness training for their staff.
- Ensure compliance and data protection through robust cybersecurity measures.
- Maintain network uptime and find a support partner with excellent response times.

## The Solution

### Outsourced technology services through Corsica Secure

CDS chose to partner with Corsica Technologies, achieving the comprehensive support they needed through our [Corsica Secure service bundle](#). Experts from Corsica Technologies partnered with leadership at CDS to understand their biggest challenges. Then our teams developed a plan that would deliver two high-level benefits:

- Help CDS migrate their systems to the cloud while maintaining HIPAA compliance and protecting the data of clients and patients
- Create efficiencies to help CDS better serve patients and clients



In terms of cybersecurity, CDS also got the expertise and dedicated attention they needed. Dana knew how important this was. “Even though we’re a nonprofit, it doesn’t exempt us from any breach or liability because of a breach,” Dana said. To mitigate this risk, the cybersecurity plan included firewalls, password protection, and immediate encryption, along with consistent monitoring.

Dana and the team signed up for a lot of value at a great price. Rather than hiring multiple experts, which didn’t work for their budget, CDS got access to an entire team of experts. “The money that we would invest in an IT person is basically you guys,” Dana said. “That’s how we put that into our budget.”

CDS also worked with Corsica to address their future strategic goals—and how they would get there with smart technology investments. In particular, CDS and Corsica partnered to develop a cloud migration plan that included data backups, cybersecurity, and full support for a seamless transition before and after launch.

All in all, Corsica provided:

- HIPAA compliant cloud migration
- Server upgrade (optimized server room)
- Data integration
- Managed IT services
- Cybersecurity vulnerability assessment
- Backup and disaster recovery
- Managed cloud security
- Security awareness training



**“People say, ‘Wow, you you've got a really robust IT system.’ We just smile and say, yeah, we have people. And y’all are our people.”**

Dana McConnell | Executive Director  
Center for Developmental Services

# Results

The upgraded server infrastructure and organized server room allowed CDS to focus on their clients instead of worrying about potential downtime. The Corsica Technologies event management team and service desk solved CDS's issues with network uptime, support, and maintenance. What's more, the entire migration was carried out with a careful eye on HIPAA compliance.

CDS also gained access to our highly skilled team of experts, which has a huge help as CDS navigates HIPAA compliance regulations. Corsica has assisted with firewalls, password protection, immediate encryption, and adding an extra layer of safety for patient data. Most importantly, Corsica supplied CDS with a high-quality [security awareness training](#) program that teaches employees how to spot phishing attacks and other cybersecurity threats.

Dana spoke highly of Corsica's cybersecurity implementation. "It gives me peace of mind that we have cybersecurity controls in place, along with HIPAA protections."

Corsica also delivered in terms of data integration. Dana put it this way: "We definitely could not do any integration without you guys being part of this team."

All in all, CDS can focus on their core mission—helping families with special needs—while Corsica worries about the intricacies of modern technology. The partnership is a great fit for both organizations, and families in Greenville are reaping the benefits.



**“We could see the professionalism off the bat.  
Corsica is part of our team, and we are so grateful for that.”**

Dana McConnell | Executive Director  
Center for Developmental Services



## ABOUT CORSICA TECHNOLOGIES

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Corsica Technologies is a strategic technology partner specializing in consulting and managed services. With an integrated team of experts in cybersecurity, IT services, AI solutions, digital transformation, EDI, and data integration, Corsica offers comprehensive coverage and unlimited service consumption for one predictable monthly price—whether fully managed or co-managed.

## YOUR TRUE TECHNOLOGY PARTNERSHIP STARTS HERE

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Schedule a free consultation with our specialists to learn how technology can enable and transform your business.

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