

## CASE STUDY

# Fast, Knowledgeable IT Support Helps Market Street Mission Serve More People

Link High Technologies helps non-profits maintain seamless operations with responsive, expert IT support.



**CLIENT:** Market Street Mission



**INDUSTRY:** Non-Profit

**LOCATION:** Morristown, New Jersey

**SERVICES:** Addiction recovery programs, emergency shelter, food and clothing assistance

## Executive Summary

**Market Street Mission** depends on reliable technology to coordinate outreach, manage donations, and run recovery programs. Link High Technologies provided prompt and knowledgeable support across their IT systems, allowing staff to stay focused on serving their community rather than troubleshooting technical issues.

## Challenges

- Needed responsive IT support to maintain daily operations across multiple New Jersey locations
- Required expertise to resolve a wide range of technology issues quickly
- Sought a partner who could support critical mission-based programs without service disruption

## Solutions

- Comprehensive IT management across administrative and outreach operations
- Proactive monitoring to identify and resolve potential issues early
- On-demand technical support tailored to non-profit operational needs

## Link High's Approach

Link High Technologies developed a support plan emphasizing fast communication and expert troubleshooting.

## Key Actions

- Provided rapid response for all technical support requests
- Applied broad IT knowledge to address hardware, software, and network needs
- Maintained clear communication to minimize downtime and disruption to vital community programs



## The Results

- Faster resolution of IT issues, improving staff efficiency
- Stable, reliable systems supporting critical outreach and recovery services
- Long-term partnership built on responsiveness and trust

**Want a technology partner who helps you focus on your mission, not IT problems?**

[Link High Technologies](#) provides dependable support that ensures non-profit operations run smoothly.

## CLIENT TESTIMONIAL




"As Finance Director at the Market Street Mission I could not be more pleased with Link High Technologies. They are extremely prompt with their response time and knowledge is a wide variety of IT issues. I would highly recommend them."

**Rod and Jen Barrow**



**Reach Out Today**

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