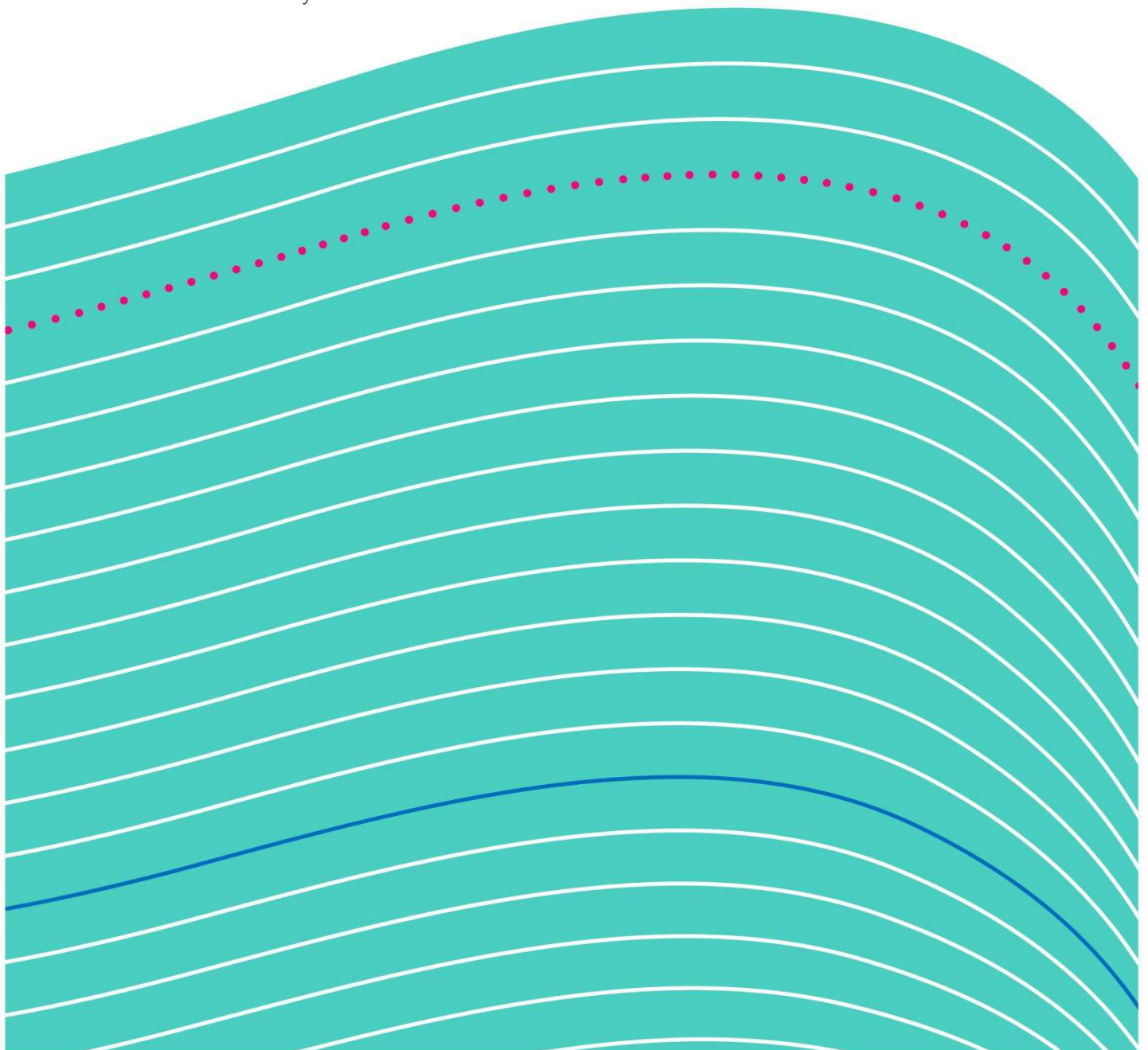


Managed IT Services for Small Nonprofits

IT Support Services

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1. Executive Summary

Managed IT services offer small nonprofits a strategic advantage by providing cost-effective, reliable, and scalable technology. Xtreme Productivity (XP), a digital services company dedicated to empowering nonprofits, delivers tailored IT support.

Key Benefits of Outsourcing IT:

- **Lower Costs:** Stable monthly fees replace unpredictable IT expenses.
- **Broader Expertise:** Access to a wide range of IT specialists.
- **Improved Reliability:** Proactive maintenance and round-the-clock support.
- **Scalability:** Services can be adjusted as the organisation grows or shifts.
- **Security & Compliance:** Enhanced data protection and compliance with sector-specific requirements.
- **Mission Focus:** Reduces the burden of managing complex IT issues, allowing staff to focus on strategic goals.

Cost Comparison: Managed IT services are significantly more cost-effective compared to in-house IT, with annual costs for a nonprofit organization with 10–25 staff members being much lower across various countries.

What Managed IT Services Include: XP's managed IT services encompass IT support, device and software setup, cloud and Microsoft 365 support, cybersecurity, backup and network management, CRM and database support, website and app support, strategic IT planning, and process outsourcing.

Why Partner with XP? XP's exclusive focus on nonprofits ensures technology solutions that fit the mission, budget, and sector. As a Microsoft Partner, XP helps nonprofits access grants, discounts, and world-class solutions. XP offers end-to-end support, combining technical expertise with people skills to become an extension of the organisation.

Client Testimonials: Clients like SPCA NZ and Harbour Sport praise XP for their flexibility, dedication to client satisfaction, and timely, professional support.

2. Benefits of Outsourcing IT – Organisational Overview

Benefit	Impact on Organisation
Lower Costs	Reduces overhead by replacing unpredictable IT expenses with stable, monthly costs. Frees up budget for core programs, staff, and mission delivery.
Broader Expertise	Provides access to a wide range of IT specialists from cybersecurity experts to cloud consultants. Eliminates the need to hire in-house.
Improved Reliability	Minimises downtime through proactive maintenance and round-the-clock support. This ensures consistent operations and service delivery.
Scalability	Easily adjust services up or down as your organisation grows or shifts, avoiding overinvestment in unnecessary tech infrastructure.
Security & Compliance	Strengthens data protection, reduces the risk of breaches, and helps meet sector-specific compliance requirements, enhancing public and funder trust.
Mission Focus	Reduces the burden of managing complex IT issues, allowing staff and leadership to focus on strategic goals and community impact.

3. The cost comparison of in-house vs. outsourced (managed) IT services

3.1 Annual Cost Comparison

Based on a nonprofit organisation with 10–25 staff members

Country	In-House IT (1 Generalist)	Managed IT Services
New Zealand	\$90,000–\$120,000 NZD	\$18,000–\$48,000 NZD
Australia	\$95,000–\$130,000 AUD	\$21,600–\$54,000 AUD
Canada	\$80,000–\$110,000 CAD	\$14,400–\$48,000 CAD

Note: In-house costs include salary, benefits, leave, equipment, and ongoing training.

Managed IT costs cover helpdesk support, device and software management, patching, cybersecurity, cloud/email administration, backups, and some strategic planning (such as virtual CIO services).

3.2 What Are You Really Paying For?

Feature	In-House IT	Managed IT Services
Cost Structure	High fixed costs	Lower, consistent monthly fee
Expertise	One generalist	Full team with varied specialisations
Availability	Business hours (limited coverage)	Often includes extended or 24/7 support
Security & Compliance	Managed internally (variable)	Handled by specialists
Strategic Input	Limited unless senior hire	Often includes strategic guidance (virtual CIO)
Continuity	Risk if key staff leave	Reliable, scalable team coverage

4. What Managed IT Services Typically Include

XP's managed IT services are designed to take the pressure off your team by delivering secure, reliable tech support tailored for nonprofits. Here's what you can expect:

Service	What That Looks Like
IT & End-User Support	Fast, friendly helpdesk support for everyday tech issues — remote or onsite.
Device, Software & Licensing Setup	Procurement, setup, and maintenance of your devices, software, and Microsoft licenses.
Cloud & Microsoft 365 Support	Expert support for Microsoft 365, Teams, SharePoint, and cloud-based email systems.
Cybersecurity & Risk Monitoring	Includes phishing simulations, dark web scans, Microsoft Secure Score reviews, and more.
Backup & Network Management	Secure cloud or local backup solutions, server management, and stable network setups.
CRM & Database Support	Ongoing help with Dynamics 365, portals, marketing tools, and system integrations.
Website & App Support	Support for your DNN website, SEO optimisation, custom features, or mobile app updates.
Strategic IT Planning (vCIO)	Regular reviews and planning to align your tech with your goals and budget.
Process Outsourcing	Let XP take care of repetitive tasks — from data entry to ongoing admin processes.

Note: XP will tailor your support package to meet your size, sector, and specific systems.

5. Xtreme Productivity

Company Overview

Xtreme Productivity (XP) is a digital services company dedicated to empowering nonprofits through tailored technology. We work exclusively with charitable organisations, enabling us to develop sector-specific solutions that support real-world impact.

Why Partner with XP?

- a. We **only work with nonprofits** — so you get tech that fits your mission, your budget, and your sector.
- b. We're a **Microsoft Partner**, helping you access grants, discounts, and world-class solutions.
- c. We offer **end-to-end support**: from IT helpdesk and device procurement to cybersecurity, CRM, websites, apps, and bookkeeping.
- d. Our team has both **technical expertise** and **people skills** — so we become an extension of your organisation, not just another vendor.

What our clients are saying



"Xtreme Productivity is an **IT Service Provider** who puts the customer first. SPCA NZ has a great relationship with the team, who support us 24/7. All problems are resolved in a timely, polite, and professional manner."

David Young, Systems Manager, SPCA NZ.



“What sets XP apart is their flexibility and **dedication to client satisfaction**. They have allowed us to have as much or as little involvement in the maintenance and management of our CRM as we want. This is particularly valuable to us as a not-for-profit with limited resources.”

Paula McGregor, Harbour Sport

Sources:

- [Network Depot Nonprofit Statistics 2025](#)
- [Sage Nonprofit Tech Impact Report](#)
- [IT support specialist salary in New Zealand](#)
- [Information Technology Specialist Salary in Australia \(May, 2025\) – SEEK](#)
- [IT support salary in Canada](#)
- [IT Support Costs for Small Businesses in Australia Explained](#)