

CASE STUDY: Delaware Breast Cancer Coalition

Strengthening IT Reliability, Security, and Strategic Planning

Disclaimer: No compensation was provided to Delaware Breast Cancer Coalition for this case study and testimonial.

Overview

Delaware Breast Cancer Coalition (DBCC) has been a long-standing technology partner since 2015 through SSD and continued as a Sourcepass client following the acquisition in June 2022. As a nonprofit organization focused on women's health, survivorship programs, and the operations of a donated-goods retail store, DBCC relies on secure, dependable technology to serve a distributed workforce and safeguard sensitive health information.

As their environment grew more complex—and their mission grew in reach—they needed an IT partner capable of stabilizing daily operations, modernizing aging systems, reinforcing HIPAA-aligned security, and providing a strategic roadmap for the future. Through Premium Managed Services with Advanced Security and website hosting, Sourcepass now supports DBCC with a fully managed IT program that emphasizes responsiveness, reliability, compliance, and long-term alignment.

Today, the partnership includes unlimited onsite and remote support, 24/7 help desk access, monthly executive reporting, regular strategy sessions, and dedicated teams for Client Success and Strategic Advisement.

Challenges

DBCC's environment was shaped by years of incremental growth, legacy systems, and operational constraints tied to both nonprofit and retail operations. Key challenges included:

- **Aging and inconsistent hardware**, with delays in laptop procurement, required hardware changes, and pending budget approvals.
- **Gaps in website hosting and domain management**, including questions around the Host My Site platform and pending DNS/domain transfers.
- **HIPAA-driven compliance needs**, including secure data destruction, user access controls, and improved safeguards during equipment retirement.
- **Operational hurdles across store and remote locations**, such as equipment delivery challenges, malfunctioning registers, and delayed installation timelines.
- **Third-party coordination needs**, including escalations for app access issues and clarifications with external software providers.
- **Legacy system cleanup**, requiring updated inventories, device removal, and modernization of in-store and remote endpoints.

Together, these factors underscored the need for a partner who could drive stability, modernize systems, reduce user friction, and proactively plan for the future.

"Our security posture has absolutely improved, especially around HIPAA-related risks. Knowing our data is handled properly gives us real peace of mind. It's one less thing we have to worry about."

— Sue Murray
Chief Operating Officer

Our Approach

Sourcepass applied a structured, people-centered, and strategically aligned approach that reflects our post-acquisition integration model. This approach allowed Sourcepass to stabilize the environment, strengthen security, and set the foundation for long-term scalability and modernization.

- **Continuity of familiar technicians** ensured a smooth transition from SSD to Sourcepass, building confidence and trust among staff.
- **Dedicated Client Strategy teams** facilitated ongoing communication, monthly process reviews, and annual Strategic Assessment Sessions.
- **Local support model** improved response times, increased visibility, and delivered a consistent, high-touch service experience.
- **Cross-functional collaboration** across Support, Infrastructure, Security, and Web Hosting teams ensured coordinated action on open issues and strategic initiatives.
- **Compliance-first decision-making** guided equipment recycling, HIPAA-related data handling, vendor transitions, and endpoint security.
- **Security-first operations** combined employee education through KnowBe4 training with SOC-backed threat validation for suspected phishing and spam.
- **Empowerment through Quest®**, giving staff visibility into ticket progress, trends, and communication with support teams

Solutions Delivered

Across the partnership, Sourcepass successfully delivered improvements that strengthened operations and aligned technology with the client's mission:

- **Deployment of dozens of new workstations**, including onsite setup and flexible pickup options for remote staff.
- **Stabilization of retail store systems**, addressing register failures, onboarding workflows, and communication failures between new machines.
- **Website hosting and DNS/domain management support**, preparing for a centralized and more transparent hosting experience.
- **HIPAA-compliant device retirement**, including secure data destruction workflows, endpoint cleanup, and standardized asset tracking.
- **Visibility** through monthly executive summaries, environmental snapshots, and trend analysis across tickets and assets.
- **Implementation of KnowBe4 security awareness training**, including phishing simulations and user education to reduce risk and strengthen staff vigilance.
- **Access to Sourcepass's Security Operations Center (SOC)**, enabling rapid validation and escalation of suspicious emails and potential threats.
- **Long-range planning**, including a technology budget roadmap for 2025–2027 and lifecycle plans for workstations reaching end-of-life in 2026.
- **Strategic guidance** on password management, network improvements, and conditional access, setting the stage for greater security maturity.

Ongoing Strategic Guidance

DBCC continues to benefit from Sourcepass' advisory-led service model. This ensures the entire environment remains secure, stable, and ready to support program growth.:

- **Monthly strategic touchpoints** to review service performance, outstanding issues, and tactical next steps.
- **Annual Strategic Assessment & Technology Roadmap** aligning operational goals, compliance needs, and multi-year budgeting.
- **Ongoing evaluation of identity and access management tools** to further strengthen credential security.
- **Guidance on domain migrations, Active Directory structure, and hosting consolidation**, ensuring a more controlled administrative footprint.
- **Advanced Security service recommendations**, aligned to HIPAA safeguards and risk mitigation needs.
- **Continued endpoint modernization**, including Windows 11 preparation, hardware lifecycle planning, and network enhancements.

Impact & Results

Through a multi-year partnership, DBCC has realized meaningful improvements across reliability, security, and operational effectiveness:

- **More dependable and modern endpoint environment**, with standardized systems and fewer disruptions at store and remote locations.
- **Higher user confidence**, including broader adoption of Quest® and quicker resolution of support requests.
- **Stronger security awareness among staff**, supported by ongoing training, phishing simulations, and appropriate escalation of suspicious activity.
- **Reduced uncertainty during potential security events**, with SOC-backed validation providing timely confirmation and peace of mind.
- **Reduced operational burden** on organizational leadership, with Sourcepass managing day-to-day issues, vendor coordination, and infrastructure planning.
- **Improved compliance posture**, supported by secure data handling, endpoint standardization, and HIPAA-aligned workflows.
- **Stronger visibility and decision-making**, backed by executive reporting, lifecycle roadmaps, and consistent communication.
- **Greater stability in retail operations**, with improved equipment performance and proactive planning for the next generation of store infrastructure.
- **Positive partnership sentiment**, reflected in ongoing collaboration during strategic assessments.

DBCC is now positioned in a “maintenance with modernization” phase, experiencing stability today while preparing confidently for future upgrades.

Next Steps & Strategic Priorities

Looking ahead, Sourcepass and DBCC will continue building on the strong foundation already in place. Planned initiatives focus on refinement, optimization, and long-term alignment with organizational goals.

These priorities are designed to help DBCC maintain a stable, secure, and scalable environment while positioning the organization for continued growth and modernization. Key priorities include:

- **Continuing modernization efforts** through scheduled device lifecycle updates and planned infrastructure improvements that support reliability and performance.
- **Advancing technology consolidation initiatives** to simplify management, improve visibility, and streamline vendor oversight.
- **Expanding the use of key platforms**, including Quest® and collaboration tools, to enhance efficiency and user experience.
- **Supporting leadership with annual strategic reviews** and multi-year technology planning to ensure budget alignment and future-ready decision-making.
- **Evaluating additional security enhancements and automation opportunities** that further support productivity, data protection, and operational efficiency.

“The annual review and regular check-ins give us clarity on where we stand and what to prioritize. It helps me communicate effectively with our leadership team and make informed decisions. The level of transparency is incredibly valuable.”

— Sue Murray
Chief Operating Officer

Conclusion

Sourcepass and Delaware Breast Cancer Coalition share a long-term partnership rooted in trust, accountability, and continuous improvement. By combining responsive support, strategic planning, and proactive modernization, Sourcepass has helped stabilize daily operations while preparing DBCC for the future.

Today, DBCC benefits from a secure, reliable, and strategically guided IT environment that supports their mission and growth. The relationship continues to evolve through consistent communication, collaborative planning, and a shared commitment to operational excellence.



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