



CASE STUDY

National Aviary | Strategic IT Partnership

National Aviary turned to enkompas for comprehensive IT support, ranging from daily help desk assistance to building a state-of-the-art IT infrastructure and cybersecurity program. According to CFO Randy J. Krakoff, the partnership has delivered immense value to the organization.

CLIENT: The National Aviary



NATIONAL AVIARY

INDUSTRY: Bird Conservation, Nonprofit

LOCATION: Pittsburgh, Pennsylvania

SERVICES: Animal Encounters, School Programs, Classes, Camps, Trips

About National Aviary

The National Aviary, located in Pittsburgh, Pennsylvania, is a leading bird conservation and education organization. With complex IT needs to support staff, operations, and public-facing services, they turned to a partner who could provide both daily IT support and strategic guidance for long-term infrastructure and cybersecurity.

The Challenge

National Aviary faced multiple IT challenges:

- Providing ongoing support to employees to ensure uninterrupted operations
- Designing and implementing a modern, high-performing IT hardware and software infrastructure
- Establishing a robust cybersecurity program to protect sensitive data
- Aligning IT strategy with organizational goals and operations

They needed a partner who could combine day-to-day operational support with long-term strategic IT planning.

The enkompas Solution

Enkompas approached the partnership with a comprehensive and proactive strategy:

- **Daily IT Support** – providing employees with reliable, responsive help desk assistance
- **Infrastructure Design & Implementation** – planning and deploying high-level IT hardware and software systems
- **Cybersecurity Program** – developing a robust framework for network and data protection, including monitoring and training
- **Strategic IT Guidance** – aligning technology solutions with organizational priorities and goals

By integrating operational support with strategic planning, enkompas became a trusted partner, ensuring the National Aviary's IT infrastructure could meet both current and future needs.

THE RESULT

National Aviary now benefits from:

- **Reliable, day-to-day IT support for all employees**
- **A modern, high-performing IT infrastructure**
- **A strong cybersecurity program protecting critical systems and data**
- **A trusted partner capable of guiding strategic IT decisions**

With enkompas Technology Solutions, the National Aviary has a technology foundation that supports operational excellence and long-term growth.

What National Aviary Says About enkompas Technology Solutions

“From providing ongoing daily IT support to our employees, to working with us to strategically think through and implement a state-of-the-art, high-level functioning IT hardware and software infrastructure, to putting in place a robust cybersecurity program, their value to our organization has been immense.”

— Randy J. Krakoff, CFO, National Aviary



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