



Alectrona +

INSTITUTE FOR
WAR & PEACE REPORTING




IT transformation improves communication & teamwork across conflict zones

From onboarding through compliance, IWPR powers their global IT processes with Alectrona

Offices in 27
countries

170 New
Employees
Onboarded

600% Growth
in Mac
Adoption



With employees across five continents (many in remote conflict zones), the Institute for War & Peace Reporting relies on Alectrona's support to fulfill all of its IT needs, from day-to-day troubleshooting to modernizing critical business processes to major IT initiatives such as network infrastructure enhancements and organization-wide real-time collaboration.

IT Challenges before Alectrona

- Using email, disparate systems, and paper-based processes, teams struggled to manage the complex logistics involved in their mission.
- Tangled, unwieldy legacy IT infrastructure
- Strict security and compliance requirements
- Robust multi-system data connectivity specifications
- Need to automate processes for finance and employee onboarding/ offboarding
- Mix of Mac & Windows PCs and global presence made it difficult to find a provider to support their entire infrastructure

IWPR supports brave frontline journalists, citizen journalists and civil society leaders, helping to make their voices heard and promote democratic values in some of the most dangerous and repressive countries in the world.

“Alectrona’s solutions radically improved our infrastructure. We’ve worked with several vendors previously and none were able to provide services even close to Alectrona. We breathe easy knowing they’ve got our IT and security needs covered.”

Michele Zeller,
SPHR, Global HR
Director IWPR

With regular rapid turn-over of projects and personnel, IWPR requested Alectrona to create solutions to ensure the integrity of critical work products and reporting, as well as help develop procedures to rapidly onboard new staff (around the world) and enable them to quickly become as effective as more tenured team members. Alectrona also developed processes and technology to ensure that as projects ended, users were securely off-boarded with zero loss of critical data or institutional knowledge.

Given IWPR's rapid expansion of projects and personnel, Alectrona onboards new employees nearly every week, working with each end user to leverage technology to help drive IWPR's mission. Alectrona helps IWPR support an inclusive and diverse workforce by providing local language & regional settings as well as supporting visual/auditory/cognitive accessibility needs.





Istanbul, Turkey

Problem

- IWPR needed to achieve system-wide compliance across offices in many countries
- They also wanted to modernize their HR and IT systems for improved operations
- + Security (data, device, personnel): a critical component of their global business

Solution

- Developed secure AWS solution and migrated all servers, applications, and users to new platform
- Implemented cloud-based secure, scalable HR solution
- Established enhanced processes for multiple departments including finance and HR
- Built automated (zero-touch) employee methodology for rapid onboarding
- Formed a centralized, secure repository for critical business knowledge
- Implemented centralized IT service desk to provide a single point of contact for all offices globally
- Completed organization-wide asset inventory and tracking system for users & devices

Impact

- Organization achieving compliance goals and faster audits due to formalized asset and employee tracking
- Enhanced employee collaboration across all worldwide offices
- Remote work now accessible and easy to use across the global organization
- Enhanced reporting saving many hours in critical HR & finance roles, which are particularly limited due to nonprofit financial regulations
- Security processes and tracking protect safety of conflict zone employees and organizational data
- IT systems fully configured for rapid disaster recovery
- Improved end user IT experience driving higher end user adoption of in house tools and rapid reporting of issues (...where users previously felt IT were not able to help..)
- HR & IT processes and automation allow for more rapid growth and greater employee satisfaction through easier inter-office communication and dissemination of organizational procedures & policies

“Technology is now an empowering enabler for us. Alectrona is our ideal IT partner - especially for compliance around audit standards and advanced technical expertise for complex situations. We can now do our work around the world much more efficiently. We went from constantly worrying about this to now being able to trust that our IT infrastructure is secure and scalable. And now we can spend our time focusing on our mission.”

Michele Zeller, SPHR,
Global HR Director IWPR

Technology Mix at IWPR:

Macs, Windows PCs

Jamf Pro

Jamf Protect

Google Workspace

Microsoft 365

Zoom

Slack

Dialpad

Adobe Creative Cloud

BambooHR

AODocs

Abila MIP

Cisco Meraki



Alectrona, member of the Apple Consultants Network, integrates Mac & iOS devices into enterprise and mid-market businesses, assisting in modernizing traditional IT towards a cloud-based user-centric model. Alectrona helps IT organizations solve problems integrating Macs with AD (either natively or via configuring Apple Enterprise Connect, Jamf Connect/NoMAD), providing seamless Kerberos authentication for in-house services, as well as working with more cloud-forward organizations to integrate SSO (Google, Okta, OneLogin, Azure), automate device setup (with help from Apple's Deployment Programs), and automating common manual IT processes such as user account management.

Alectrona Patch makes patch management easy for Apple IT administrators with zero packaging required. Alectrona custom workflows help provide a better user experience around software updates. Alectrona Patch ensures applications are properly updated across the enterprise.

Alectrona also helps IT teams develop user self-service solutions to traditional software deployment and patch management through automated tools and scripting mechanisms. Whether in-house or BYOD, Alectrona develops good practice security models and assists in balancing risk with end user experience.