

# Case Study: Lead the Way 1



## AT A GLANCE

Lead The Way is a mission-driven nonprofit organization providing education, youth development, and community-based programming. As the organization expanded, leadership recognized the need to modernize technology systems, improve staff adoption, and establish consistent operational standards. Through partnership with Haz Technologies, Lead The Way transitioned from fragmented systems to a structured, scalable, and people-centered technology environment.

## Results

- Improved security and consistency across staff accounts and devices
- Increased staff confidence and adoption of Microsoft 365, Google Workspace, Salesforce, and Jotform
- Reduced onboarding friction and clearer ownership of access decisions
- Predictable system updates and reduced technology-related disruptions
- Enhanced leadership visibility into devices, access, and training completion

## CHALLENGES

- Disconnected technology systems with limited governance
- Legacy email and domain configuration creates inconsistency and risk
- No standardized onboarding or access control processes
- Inconsistent device deployment and lifecycle management
- Limited staff training on core technology tools
- Minimal visibility into system usage, updates, and training completion

## OUR INTERVENTION

Haz Technologies partnered with Lead The Way as a strategic technology advisor to stabilize and modernize operations. Key initiatives included:

- Domain and identity modernization within Microsoft 365
- Structured laptop deployment, naming, and inventory tracking
- Creation of onboarding and access control SOPs
- Design and launch of a monthly mandatory staff technology training program
- Implementation of a standardized update and security governance model
- Post-deployment feedback and issue-detection processes

## BONUS IMPACT

Beyond stabilization, Haz Technologies helped Lead The Way establish a sustainable technology foundation that supports growth, compliance, and mission delivery.

