



**BECKET
MAINE**

CASESTUDY

“They Treat Us Like Their Biggest Client” – How MTG Delivers Exceptional IT Support for Becket Maine

Who is Becket Maine Inc.?

Becket Maine Inc. is a nonprofit organization dedicated to providing intensive residential mental health treatment to some of Maine’s most vulnerable youth.

Originally founded as Becket Academy, the organization has been operating in Maine since 2000, with roots tracing back to 1964 when its parent company was founded in New Hampshire.

Today, Becket Maine operates three residential treatment facilities—two serving children in Belgrade and Lewiston, and one adult program in Litchfield.

The organization employs approximately 60 staff members across its programs, all of whom rely on technology to perform their daily work.



www.becketmaine.org



Why Becket Maine Inc. Needed Maine Technology Group



For many years, Becket Maine's IT support was handled by a small in-house team based out of New Hampshire, supplemented by an external IT provider in Southern Maine. However, after their IT provider was acquired by a larger corporation, the level of service declined significantly.

"They got bought out by a larger company, and when they got bought out, the support kind of went away," said Kim Audet, who manages IT coordination for Becket Maine. "We would enter a service ticket, and sometimes it wouldn't get answered at all. Sometimes it would take weeks. And usually, if we put in a service ticket, it's because a laptop isn't working—it's an important issue."

Becket Maine needed a reliable IT partner who could provide responsive service, understand the unique needs of a nonprofit, and help ensure HIPAA compliance and cybersecurity best practices. After evaluating multiple IT providers, they chose Maine Technology Group.

"After we met with all three companies, it was a no-brainer. MTG was just going to be the company we worked with," said Kim. "They weren't just trying to sell us something—they actually cared. We felt comfortable with them from the start."



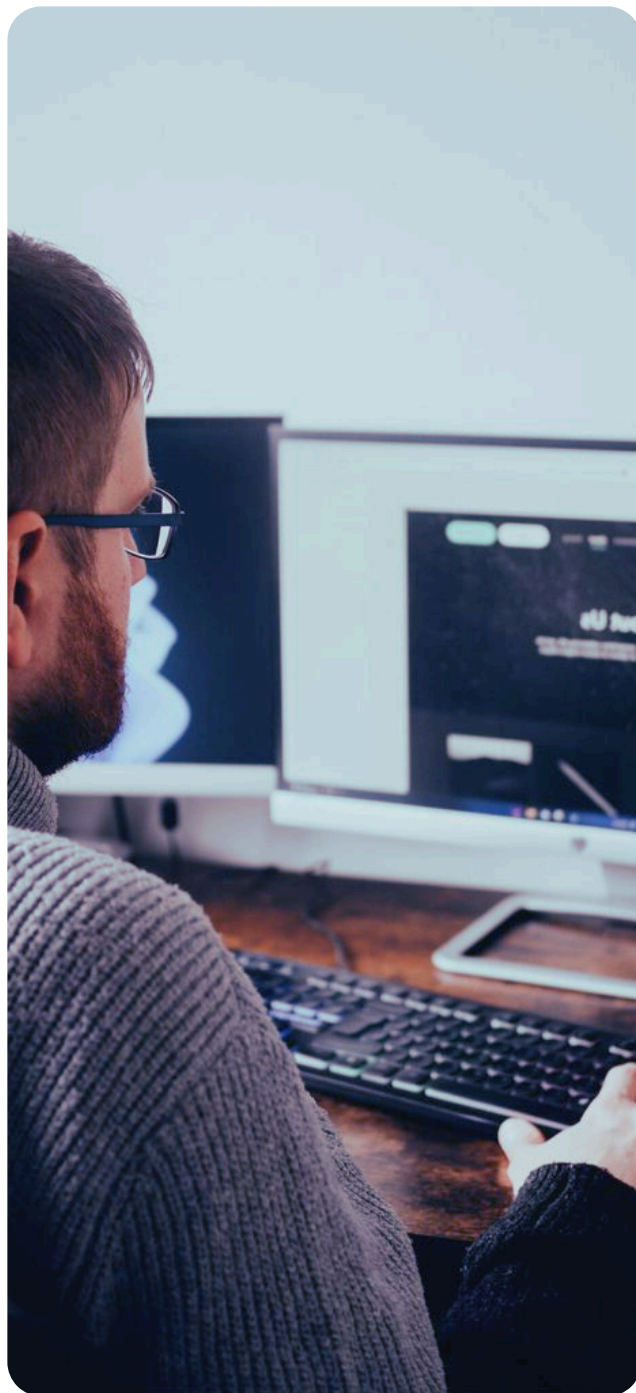
How Maine Technology Group Supports Becket Maine Inc.

Maine Technology Group provides a comprehensive range of IT services for Becket Maine, ensuring that their systems remain operational, secure, and compliant with regulatory requirements. One of the most significant improvements has been their ability to quickly resolve IT issues, preventing downtime and allowing staff to focus on providing care.

“The biggest difference is that we know if we contact MTG with an emergency, they will be there for us,” said Kim. “We don’t have to worry about submitting a ticket and then hearing nothing. If something major happens, John and his team will drop what they’re doing and make sure we’re taken care of.”

Another major advantage of working with Maine Technology Group is their structured approach to IT management. Unlike their previous provider, MTG tracks Becket Maine’s IT assets, software licenses, and warranties to ensure everything is up to date.

“They have a great system of tracking inventory, software, and warranty information, which helps us plan ahead,” said Kim. “Since we’re a nonprofit with a restricted budget, we need to be able to anticipate IT costs. MTG makes that possible.”





Strengthening Cybersecurity and Compliance

Given the nature of Becket Maine's work, cybersecurity is a top priority. Maine Technology Group has introduced several measures to enhance security, including multi-factor authentication (MFA) and ongoing cybersecurity training.

"They set up MFA across the board, which gives us peace of mind knowing that even if a laptop is lost or stolen, no one can access our data without the authentication code," said Kim. "That extra security is critical, especially for our upper management, who travel frequently."

Additionally, MTG provides Becket Maine with Breach Secure Now, a cybersecurity training platform that delivers weekly micro-trainings to staff.

"Our staff provide mental health services—they're not IT professionals. This training helps them recognize phishing attempts and other cyber threats, keeping us compliant with HIPAA and protecting our clients' sensitive information," said Kim.

Seamlessly Managing Major Projects and IT Transformations

Since partnering with Maine Technology Group in 2022, Becket Maine has undertaken several IT projects with their support. Two of the most impactful were the rollout of multi-factor authentication and an email tenant migration following the company's rebranding.

"When we changed our corporate name from Becket Academy to Becket Maine, we had to migrate all of our email accounts to a new domain. I thought it would be simple, but it turned out to be a massive project," said Kim. "MTG handled it smoothly, ensuring that we retained all of our documents and email history. I've heard horror stories from other companies that went through the same process and were down for five days. We only had about one afternoon of downtime."

MTG's meticulous preparation and phased approach to the migration allowed Becket Maine to continue operating with minimal disruption.



The Impact of MTG's Support

The benefits of working with Maine Technology Group go beyond just IT support—they have provided Becket Maine with a sense of trust and reliability that was lacking under previous providers.

“Before, I had a lot of anxiety around IT because I never knew if we were going to get the support we needed,” said Kim. “Now, I don’t have to stress about it. When I put in a service ticket, I can forget about it because I know they’re going to take care of it.”

For a nonprofit operating within a tight budget, having a responsive IT partner who understands their financial constraints is invaluable.

“They give us a great nonprofit discount every month, which is something a lot of companies don’t offer,” said Kim. “They genuinely care about our organization and the work we do. They treat us like we’re their biggest client, even though we know we’re not.”

Why Becket Maine Inc. Recommends Maine Technology Group

When asked if she would recommend Maine Technology Group to other organizations, Kim didn't hesitate.

“I would absolutely recommend MTG,” she said. “If you’re looking for exceptional customer service and an IT provider who treats you like their most important client, they’re the right choice. They know who we are, they remember our names, and they truly want to do a good job for us. That level of service is rare.”

Maine Technology Group has not only provided Becket Maine with reliable IT support, but they have also become a trusted partner in ensuring that the organization's technology aligns with its mission. With MTG by their side, Becket Maine can continue focusing on what they do best—providing life-changing mental health services to those who need them most.