

CMIT | Charles River Chamber Case Study

Supporting a Growing Membership Organization with Scalable, Secure IT Solutions

The Challenge: Right-Sized IT for a Community-Centered Team

The Charles River Regional Chamber operates at the heart of its local business ecosystem, representing a network of companies and nonprofits through advocacy, education, and community-building. With a hybrid team of eight and a mission that spans everything from hosting events to supporting small businesses, staying connected and secure is essential.

However, their previous IT provider didn't take the time to understand how their nonprofit functioned—or tailor services to fit their team size, mobility, and pace.

The Chamber needed more than cookie-cutter support. They wanted a true partner who understood their hybrid work model, budget sensitivity, and the need for clear communication without technical overload.



The Solution: A Flexible, Relationship-Driven IT Partner

The Charles River Regional Chamber partnered with CMIT Solutions to bring clarity, continuity, and confidence to their small but vital tech infrastructure. Right away, the Chamber appreciated CMIT's emphasis on consistent check-ins and scaling support to match specific needs.

What CMIT brought to the table:

- Quarterly reviews that “feel like a gut check” – reliable without being intrusive
- Personalized service for a small, dynamic team
- On-site availability when needed and virtual responsiveness at any time
- Support from a team that knows the nonprofit and local business landscape firsthand

“I don't want to have to think about these things on a daily basis... But I also want to know that someone's paying attention... [Scott at CMIT] is probably the best example of somebody that exemplifies that trusted partner mindset.” - Katherine Herer (VP, Operations), Charles River Regional Chamber



The Results: Less Disruption, More Peace of Mind

With CMIT's regular reviews and proactive monitoring, the Chamber feels confident in its tech infrastructure—without needing constant hand-holding. The organization is now better equipped to plan, budget, and move forward with purpose.

CMIT has helped streamline everything from cybersecurity protocols to purchasing decisions. When a recent hardware issue popped up, CMIT was quick to respond, helping the Chamber navigate the cost-benefit decision of replacing versus repairing.

Just as important, they've avoided unnecessary interruptions, thanks to efficient support.



Looking Ahead: The Right Fit for Relationship-Based Teams

CMIT Solutions has become more than a service provider—it's a trusted advisor embedded in the Chamber's mission. Proposed next steps include the creation of a self-serve dashboard to list and track action items from monthly reports to empower the Chamber even further with understanding and attention toward efficiency.

For small nonprofits, chambers, and mission-driven teams who want security, reliability, and trust—without the IT drama—CMIT Solutions is the partner that gets it.

"We are in the relationship business... and he is probably the best example of somebody that exemplifies that." -Katherine Herer (VP, Operations), Charles River Reginal Chamber

Relationship Highlights

- Proactive, scheduled check-ins with relevant insights
- CMIT team understands their environment and tailors guidance accordingly
- Helpful support without technical noise or upsells
- Clear budget forecasting with flexibility built in
- A true community partner—not just a vendor

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