



Diocese of New Ulm

When their internal employee who handled the IT services retired, the Diocese of New Ulm had a decision to make. Did they try and backfill that IT role, or look to an outside vendor to handle those services for them? The Diocese was using an IT contractor who couldn't provide all the time needed to ensure IT stability, so they decided to seek external help. Already benefiting from Nuvera's phone service, the Diocese of New Ulm chose to consolidate all services under the Nuvera umbrella.

Upon an initial review, it was determined that Nuvera could handle the requirements of the Diocese, including adding new fiber optic internet and a security camera system. "Nuvera really went above and beyond to help us, the security camera system was setup right away and they were also able to fully connect our two separate buildings." Carol Hacker, Director of Finance.

With cybersecurity becoming important, the Diocese of New Ulm needed to upgrade their security features to meet their insurance company's new standards. Nuvera stepped in to provide the necessary firewall, server support, and backup services to ensure compliance with these new requirements.

When asked why they chose Nuvera, the Diocese stated it was because Nuvera was willing to work with them and meet all their needs and requirements, especially the insurance standards. "Nuvera's priority ticket system was crucial for us, and they are always able to immediately help remotely. This quick response was a big selling point, and we are always informed that our service ticket has been received," stated Hacker.

"We love the convenience of Nuvera handling everything for us, including hosting our servers and providing backups as well," added Hacker.