HIGHER INFORMATION GROUP

Client SPOTLIGHT



Calvary Monument Bible Church

CMBC

Dependable IT Support Helps Calvary Monument Bible Church Focus on Its Mission

For the staff at Calvary Monument Bible Church, dependable technology means being able to start the day, support their ministries, and prepare for Sunday services with confidence.

As the church's managed IT service provider, Higher Information Group supports everything from everyday help desk requests to equipment planning, new employee onboarding, and technology connections throughout the building.

For Finance Administrator Edie Weaver, the responsiveness and courtesy of the team stand out.

"We've had other IT solutions in the 14 years I've been here. This is by far the best," Edie shared, pointing to quick responses and consistently cordial service.



Corporate Office | 400 North Blue Ribbon Avenue, Harrisburg, PA 17112
800.564.7002 | info@higherinfogroup.com | www.higherinfogroup.com

Support That Looks Ahead

Along with resolving day-to-day issues, HIG helps the church plan for upcoming technology needs. Quarterly assessments with IT Consultant Marcus help identify computers due for replacement and keep equipment needs on the radar.

That support also extends to individual staff members. When the pastor needed a new laptop, HIG's IT Administrative Coordinator, Kathleen, moved quickly to help get the replacement arranged.

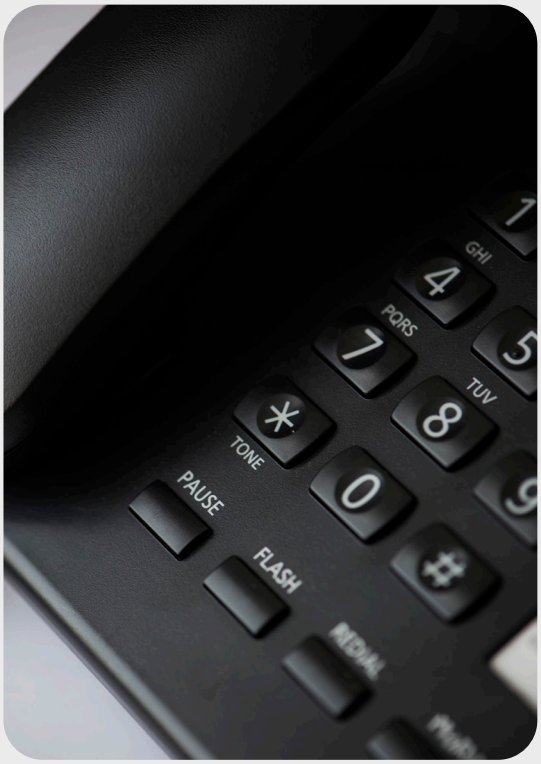
Amanda Vargas, Executive Assistant, and Edie also highlighted the accessibility of the help desk team, noting that they typically receive a response within one to two hours of submitting a ticket. They appreciate working with technicians who are approachable, helpful, and open to suggestions from the church staff.

Looking Out for the Church Behind the Scenes

Some of the most valued support happens before anyone at the church submits a request.

Amanda and Edie described how HIG proactively contacts the church when the team detects that systems are offline during a power outage, including on weekends when staff may be away. HIG then coordinates with the church to check that technology is running properly once power returns, helping reduce the chance of unexpected problems before Sunday services.

When a lightning strike damaged media and technology equipment in a frequently used meeting room, HIG was also instrumental in helping bring the room back online.



"We've worked with other IT providers during my 14 years here, and HIG is by far the best. Their team responds quickly, is always cordial, and gives us confidence that help is available when we need it."

Edie Weaver
Finance Administrator
Calvary Monument Bible Church

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A Team They Can Count On

From help desk technicians John Tran and Sebastian, known as Bash, to Marcus, Kathleen, and Trusted Advisors Harry and Shae, Amanda and Edie's praise extended across the HIG team. They value both the people available when something goes wrong and those who regularly check in to see what the church needs.

As the church works with HIG on a new phone system, that ongoing relationship continues to support its technology needs. Asked what she would tell another church considering HIG, Edie's answer was simple: **"Do it!"**