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Academy of Nutrition and Dietetics is the world's largest organization of food and nutrition professionals founded in Cleveland, Ohio, in 1917, by a visionary group of women dedicated to helping the government conserve food and improve the public's health and nutrition during World War I. Today, the Academy has over 100,000 credentialed practitioners — registered dietitian nutritionists, dietetic technicians, and other dietetics professionals holding undergraduate and advanced degrees in nutrition and dietetics, and students — and is committed to improving the nation's health and advancing the profession of dietetics through research, education, and advocacy.

The Academy requested proposals from qualified, professional technology vendors for Information Technology Support Services to provide technical support, assistance, hardware and software troubleshooting, network and system maintenance, and training and documentation of Academy hardware and software inventory.

Prescient came on board in 2014. They reviewed the inventory, assessed system architecture and equipment for efficiency, made recommendations for improving routine support criteria, and eliminating emergency maintenance situations. The team defined and eliminated security holes and vulnerabilities by implementing automated systems to monitor, scan, update, and report on Academy's entire IT infrastructure and systems.

Since 2014, the Prescient Solutions team has efficiently and effectively managed the Academy's Information Technology services. The team provides desktop support, server and workstation services, network administration services, email security, and back up.

Prescient Solutions has demonstrated experience and proficiency in:

- PC installations
- Troubleshooting hardware/software issues
- Software installation, re-imaging, configuration needs
- Supporting multiple hardware manufacturers

The Academy relocated their office in December 2016, and Prescient Solutions transitioned and supported 100+ PCs located across multiple sites, including implementing a successful remote work-from-home environment. The Prescient team is professional, knowledgeable, and has enabled the Academy to tailor our Information Technology business needs to meet the organization's goals.