SCS Case Study

Tangled, Unreliable Infrastructure Gets Tamed by Superior Consulting Services with Sustainable Solution at Reduced Cost

Solution Snapshot

> **Business Situation:** Sprawling number of servers, no backups, no patch/antivirus and unreliable email.

> **Multi-Point Solution:** Implemented strategic technologies and provided ongoing training of technical staff to get the infrastructure under control and keep it that way.

> **Technologies Used:** Office 365 on Hosted Exchange; Symantec Backup Exec 2012; Symantec Endpoint Protection; Altiris Patch management.

> **Hardware**: Symantec Backup Exec 3600 appliance.

> **Benefits:** Email reliability vastly improved, cost reduced over time. Servers are now backed up reliably and on schedule. All servers and PC are protected from virus outbreaks, and can be monitored centrally for potential threats.

The Client

A medium sized non-profit Minnesota healthcare advocacy organization.

The Challenge

The client's long-time system administrator was leaving the organization and they needed someone to document the current Infrastructure situation as well as make recommendations for improvement.

The organization's infrastructure needed an overhaul. There was no reliable backup solution in place. PCs had no centrally managed anti-virus or security patching, which exposed the company to many security threats. Finally, the outdated email system was in need of an upgrade.

The Solution

Superior Consulting Service (SCS) was able to recommend and implement technologies to address each of the client's complaints. First, a Backup Exec 3600 appliance was installed and configured. This allowed all servers to be backed up each night quickly and reliably.

Symantec Endpoint Protection and Altiris Patch management were deployed. These tools allowed all systems to stay up to date on anti-virus and security patches, as well as provided a "single pane of glass" view of the entire system's current threat status. This information now enables the organization to be proactive instead of reactive to potential threats.

The client's email system was migrated to the cloud using Office 365 Hosted Exchange. Office 365 allows users to continue to keep their on premise login information for a painless and transparent transition to a virtual environment. Users and administrators can rest assured that all of their email is protected by Microsoft's secure data centers. And the migration makes budget management easier because now the client can plan for a concrete, per-user monthly cost.

Ongoing training and mentoring by SCS allowed our client to hire a junior-level IT person who could then grow into the full System Administrator role.

The Result

The client's infrastructure is now more reliable and secure than ever. Email is running on a protected, up-to- date cloud system at a lower cost over time than an onsite solution. All systems are backed up nightly and all PCs and servers are now protected from virus outbreaks.

Contact

Superior Consulting Services, LLC

350 West Burnsville Parkway, Suite 550

Burnsville, MN 55337

952-890-0606

www.teamscs.com