AN ADVOCACY ORGANIZATION

Managed IT Services

Background and Challenges

The organization has a Washington, D.C. office and seven field offices across the nation. Its in-house IT team saw an opportunity to increase productivity by addressing these challenges:

> Its multi-site network system had no wireless infrastructure, prohibiting employees from accessing the Internet from their own devices or away from their desks.

> It depended on Multiprotocol Label Switching (MPLS) to connect the D.C. office and other remote sites, putting pressure on the D.C. office's MPLS and Internet connections.

> More effective tools and procedures were needed to help manage, analyze, detect, and resolve network problems.

Solutions

ATS worked closely with the organization's IT team to do a complete IT infrastructure assessment that followed a logical three-step sequence:

> Gathering data from IT staff;

> Visually inspecting equipment and systems at all sites; and

> Installing assessment tools for performance and security inspection.

Exinda, Pathview Cloud, Microsoft Software Inventory Analyzer, and Microsoft Group Policy Results were utilized in addition to other built-in tools for detailed analysis.

ATS then presented long-term and short-term action items for improvement across various areas, including:

> Network speed
> Security
> Hardware
> Backup speed and frequency
> Bandwidth management
> Policies and procedures

Results

After the network overhaul, the organization saw the following enhancements:

> Active Directory and group policies were cleaned up.

> By moving away from MPLS, Internet connections at the main office and all field offices have been reliable and efficient.

> The main office and remote branches saw a 16x increase in connection speed.

> Any network disruptions at the main D.C. office will no longer affect branch operations.

ATS continues to help the organization reduce the complexity of its network, number of components, and dependencies on human attention to details.

CONTACT US

888.876.0302
info@networkATS.com
networkATS.com

Locations: **Fairfax** | **Bethesda** | **Baltimore** | **Chicago**

American
Technology Services