

Aberdeen School District Case Study

Aberdeen School District improves IT uptime and maximizes staff and student productivity by implementing 24/7 monitoring with TechTell's Outsourced Element Network Monitoring Solution...

Summary

The Aberdeen School District is a forward thinking organization when it comes to supporting their IT infrastructure and meeting the needs of a diverse group of staff and students. As a result, the Aberdeen School District now has Gigabit Ethernet to all its locations along with 24x7 network monitoring to ensure 24x7 network uptime for maximum employee and student productivity.

Client Background

The Aberdeen School District staff is comprised of women and men dedicated to helping their students achieve success. The annual Aberdeen School District Information Technology budget is \$340,000.

Business Challenge

Maintaining 100% availability of critical staff and student applications while experiencing budget cuts and greater end-user demands is a difficult challenge. The Aberdeen School District required a comprehensive solution to monitor their IT networks that was easy to integrate. One that could rapidly assist in fixing any on-going network problems, and minimize up-front implementation and monthly monitoring costs, while showing an operational savings in resources. TechTell's monitoring solution addressed each of these areas to satisfy both organizational constraints and technology requirements. Vital to the School District's needs was the ability to monitor systems 24x7 without a 24x7 in-house dedicated staff. Primary systems Aberdeen needs to monitor include: Exchange, SQL, Web, File, Print and Storage Servers, Mail Gateway and all LAN/WAN devices across the School District Network.

Solution & Process

Over a five day period, TechTell professionals, both onsite and remotely enabled the Aberdeen School District with a fully functional monitoring solution. The process began with an onsite consultation in Satsop between TechTell engineers and the District's team to understand their needs and map the pertinent network information for monitoring and documentation.

After internal review of Aberdeen's needs, TechTell engineers assigned the best applicable monitoring hardware appliance (M2500) and configured the unit prior to implementation. In a collaborative remote and onsite effort, the appliance was successfully installed and tested. Escalation and contact information was populated into TechTell's T'aira software for alarm and client dictated escalation processes. Lastly, TechTell provided training to Aberdeen's staff to become familiar with the client web reporting application and protocols for alarm alerting, escalation, and resolution.

Solution Overview

Company:

Aberdeen School District
Aberdeen, Washington
www.asd5.org

District Profile:

- 14 sites
- 3700 students
- 525 employees

Business Challenge:

- Maximize IT Uptime
- Consistent Monitoring
- Minimize in-house monitoring costs

TechTell Solution

- M2500 Monitoring Appliance
- T'aira Software
- 24x7 Element Monitoring
- Alarm Alerting and Escalation

Benefits:

- 24x7 NOC Monitoring
- Trouble Isolation
- Live Call Resolution
- Outsourced Costs

Monitored Elements

- School LAN - WAN
- Global Internet Connection
- DIS / K20
- Email Server
- File Servers
- Web Servers

Customer Testimonial:

"TechTell and their M2500/T'aira solution have provided us the after-hours monitoring we need to take us closer to 24x7 support."

- Mike Williams
Director of Technology
Aberdeen School District