Netsphere Technologies, Inc.

SUCCESS

Hall-Erickson

MANAGED NETWORK SERVICES

SITUATION

HEI found themselves in a position where their in-house IT Manager had been in place for just over 10 years. Unfortunately, this person typically objected new technologies and would rather maintain what was in place, there was a comfort level there for this person, and with no upgrades to handle, his workload was quite lite, but HEI was still paying a full salary along with benefits. The situation finally came to a head and HEI knew it had to take a different direction, part ways with the IT Manager, and contacted Netsphere to discuss alternatives.

PAIN POINTS

- Technology was lagging behind industry partners and competition.
- 12 to 13-year-old File Servers, 9-year-old workstations
- High cost T-1 line
- No IT plan in place, no strategy to help leverage their investment in IT.
- High cost IT Mgr who took a reactive, obstructionist approach to their IT Infrastructure

SOLUTION

Netsphere conducted a thorough on-site assessment, and was able to deliver to management a true snapshot of where exactly they were with their infrastructure, servers, workstations, software, security and communications.

Netsphere provided HEI with a multiyear IT plan that would bring all their technology up to date and implement best practices throughout their system. Included in the plan was upgrading all of their equipment (servers, workstations, and switches), move their main-line of business application to the cloud, reduced 6 in-house servers down to 2, implemented a VoIP phone system, replaced the T1 line with a circuit 30x faster and less expensive service, upgraded a mix of CAT3 and CAT5 network cable to CAT6, and end users also now have access to the Netsphere help-desk if any issues arise.

Our plan for HEI including all hardware, communications and consulting services, was less than what the annual salary was for their IT manager to maintain an outdated poorly performing system. Our solution provided HEI with the performance, reliability, and security that they needed. Additionally, the cost differential (savings) between having their full time onsite IT Manager and having Netsphere manage their system is significant. HEI saves about $50K per year on a Managed Network Services plan.

Netsphere provides HEI with Managed Network Services, Remote Backup Services, Procurement Assistance, Service Desk, and Help Desk functions.