



STRATOSPHERE NETWORKS

-REACH NEW HEIGHTS-



CASE STUDY: ELECTRICAL CONTRACTOR Northbrook, IL

IT SUPPORT COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring

COMPANY BACKGROUND

Based out of Northbrook, Illinois, this company provides high-end electrical installations throughout the Midwest, specializing in the industry's most demanding projects—medical facilities, data centers and networks—while continuously expanding their reach. This company is sought out by top firms to work on state-of-the-art health care facilities around the Chicagoland area and the Midwest.



BUSINESS CHALLENGE

Clients rely on this electrical contractor for their quick communication, advanced knowledge of the industry and efficient installation process, which means an unreliable communication network can

become a major hindrance to their day-to-day operations.

With no proactive monitoring in place, its controller would be woken up several times a month in the middle of the night to restart the servers.

This company was paying their previous managed service provider an unnecessarily high amount of money for unreliable service. Additionally, they were using nearly a half dozen different IT providers. Some would take days depending on the severity of the problem. Because of unresponsive service from each of these IT providers, they had to start using internal resources for their IT maintenance. Issues such as printers jamming and applications running slow would take those employees away from their own day-to-day responsibilities.

"WE CAN ALWAYS RELY ON STRATOSPHERE NETWORKS TO ANSWER OUR CALLS AT ANY TIME OF THE DAY AND PROVIDE US WITH PROMPT SERVICE. OUR OWN EMPLOYEES CAN FOCUS ON THEIR DAILY WORK BECAUSE YOUR PROACTIVE NETWORK OPERATIONS CENTER RESOLVES ISSUES BEFORE WE KNOW THEY'VE EVEN OCCURED."

THE STRATOSPHERE SOLUTION

Stratosphere Networks was able to bundle the features of all the providers into one lump package. During the client's onboarding, our IT staff noticed that their corporate domain and servers structure wasn't set up appropriately as well as uncovered that backups haven't been taking place. The Stratosphere team

migrated servers, implemented a backup solution and installed a new Avaya phone system as their previous one was old and maxed out. Stratosphere Networks was brought on board to proactively monitor the server and network at this electrical contractor 24/7/365, as well as provide system alerts and quick maintenance.

PARTNER WITH STRATOSPHERE

Since the Stratosphere Networks partnership, company executives now have peace of mind their IT is always functioning and they will no longer experience daily interruptions to their schedules. The following are some of the services we performed for them:

- Remote 24/7/365 monitoring with standard business coverage and response
- Annual technology plan reviews and disaster recovery planning
- Voice and data provider interface to open and oversee trouble tickets
- Management of assets, cases and licenses
- Implemented new IP telephony phone system allowing remote job sites to communicate more efficiently

OUR SERVICES

- Flat Rate IT Intro
- Proactive Monitoring
- Backup and Disaster Recovery
- Email/Spam and Content Filtering
- Live Help Desk Support 24/7/365
- Desktop Support
- Server Support
- Enhanced Network Security
- Router Management

OUR SOLUTIONS

- Virtualization
- Citrix for Enterprises / SMB
- Applications
- Hardware
- Hosting Services
- Data Center
- HD Videoconferencing
- Cloud Services
- Colocation Services
- Future Innovation Strategy & Roadmap

Stratosphere Networks is an IT managed service provider focused on delivering comprehensive technology services and solutions that meet and exceed the always-changing, diverse business needs for all types of industries. Stratosphere Networks has continually evolved to meet the growing needs of our clients. Our fully staffed Network Operations Command Center based in Chicago, Illinois provides full maintenance services and support ranging from desktop support, business continuity, disaster recovery, remote and on-site support, proactive network monitoring and ongoing maintenance services.

Live Help Desk: 877.599.3999

www.StratosphereNetworks.com

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