



STRATOSPHERE NETWORKS

-REACH NEW HEIGHTS-



CASE STUDY: STAFFING AND RECRUITING

Chicago, IL

IT SUPPORT COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring and guaranteed two-hour onsite response times for all six locations.

COMPANY BACKGROUND

Headquartered in Chicago, this company provides quality temporary staffing to the hospitality and light industrial industries, where a growing number of employers are turning to temporary help to run their companies. In order to proactively communicate with existing and potential clients, this company relies heavily on their IT network and Cisco Call Manager VOIP phone system.

BUSINESS CHALLENGE

Having one person in charge of all this company's IT infrastructure needs, project-related or day-to-day maintenance for six locations, more critical issues would arise than be resolved. It was a difficult challenge to address all issues at once or even provide a quick response to critical client needs. Sites were losing connectivity for hours, IP phones went in and out at different sites, adding to the standard IT maintenance needs within this organization. This company fully relies on a communication network to manage their business, but with their server down they would be unable to coordinate with clients and the other offices.

Their former IT provider's off-brand solutions would not fix the issues, and would actually open up even more issues. On top of that, corporate wide backup was in place and the client was reassured it was functioning

properly - however, the Stratosphere team tested the back up and found nothing.

"WE LIKE THE PEACE OF MIND KNOWING WE HAVE A TEAM OF IT EXPERTS WHO CAN COVER ANYTHING FROM BASIC END USER ISSUES TO COMPLEX SERVER AND ROUTER SUPPORT NEEDS. OUR STAFF ALWAYS GETS A LIVE ANSWER WHEN THEY CALL THE STRATOSPHERE HELP DESK."



THE STRATOSPHERE SOLUTION

Since being brought on board, Stratosphere Networks has replaced all Xroads firewalls with Sonicwalls, ultimately redesigning the whole network to reliable devices, ensuring the best possible operation. All this was done with minimal service interruptions as the Stratosphere staff worked on the weekends and afterhours to complete the changes, documenting their network and providing sanity to a previously "unnecessarily complex" design.

Stratosphere Networks designed and tested internet failover solutions and now if this company's Internet fails, they may be down for a minute while everything switches over. This was tested by us in the lab prior to rolling it out to ensure the solution would work. Their primary internet connection failed thus crippling their business as there are internet centric – no worries, seamless overflow to secondary connection in no time which was transparent to the end users while the Strat NOC received proactive alarms and work with provider to correct issues.

In another instance, this company had two internet providers to allow for primary and secondary internet

connections to allow for internet redundancy as well as WAN redundancy, however this was not working. Stratosphere intelligently reengineered the overall network to allow for transparent failure, which came in handy when the client's primary internet connection failed and their business did not come to a standstill.

Additionally, they have leveraged our fleet of field technicians when they had to cut over their services at each one of their locations at the same time. This allowed for less downtime as our team of experts was ready to assist

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