



Customer Success Story

Fonda-Fultonville Central School District

Optimizing Server Management for Improved Reliability,
Security & Cost Savings



Fonda-Fultonville CSD

With proactive server management and ongoing support, CPI helped Fonda-Fultonville Central School District improve IT performance and reduce maintenance burdens.

Industry: Education

Business Challenge: Limited IT resources, server management

Business Solutions: Proactive Management Services; VMWare Upgrade

Overview

The Fonda-Fultonville Central School District is located in the foothills of the Adirondack Mountains of upstate New York. It traces its roots back to the late 1700s when students in both Fonda and Fultonville, NY were educated in privately-owned brick buildings. Today, over 1,800 students and faculty utilize the modern campus.

FFCSD's mission is to provide a secure and safe environment that will allow students to develop at all levels – academically, socially and physically – as they become responsible, productive citizens. Student and parent satisfaction is the key to their continuing success.

FFCSD utilizes a number of technology-based education methods to ensure their curriculum prepares students for an increasingly technological workforce.

“With CPI, we have been able to cut help desk calls by at least 50%, allowing me to focus on more important issues like planning, budgeting and professional development.”

Bill Cooper

*Network and Systems Administrator
Fonda-Fultonville CSD*



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In order to keep pace with state and Federal Education requirements and ensure uptime for students and faculty, FFCSD needed an IT solutions partner that could help them:

- Increase network reliability and security
- Provide 24 x 7 x 365 support
- Keep costs down

The IT Challenge

Like most school district managers, Bill Cooper, Network and Systems Administrator for FFCSD was forced to do more with less. With reduced state-aid and staffing levels in their IT department and more than 1,000 devices to support, FFCSD needed a partner to help manage their ongoing server updates and proactively monitor security and performance. With limited resources, they were looking for predictable monthly costs to support their IT environment and could not hire a full IT staff. They needed a solution that would ultimately reduce down times, increase network efficiency and reliability, and ensure a dependable, low maintenance solution.

The Road to a Healthier Network

When CPI first engaged with FFCSD they needed to upgrade their desktops. CPI then introduced them to the full range of services, starting with a VMware upgrade to boost efficiency and reduce overall IT expenses. The upgrade helped simplify IT management and the deployment of new applications by consolidating server hardware while simultaneously generating higher productivity. “Our previous go-to IT vendor was more concerned about doing all they could drive revenue and less concerned about how to help me better manage our technology,” said Cooper. “CPI listened to our needs and developed a solution to save us time and money. We saw improvements right away.”

Ensuring Security and Reliability

With one successful project in progress, CPI then took over the day-to-day management of all the server administration critical to optimal performance, including applying, testing and monitoring all Microsoft updates. “Keeping the servers up to date for the school district was a huge priority for Bill and with the reduction in staff it was impossible to keep up,” said Joseph Cunningham, General Manager for CPI. “By installing, testing and monitoring the server infrastructure we can ensure the servers are not only healthy and running at maximum capacity, but are also secure and protected.”



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Proactive Support

Through their Proactive Management Services, CPI delivered a customized solution designed to help FFCSD maintain their information technology system for optimal performance. CPI's Remote Network Monitoring and Audit System manages the servers and sends an alert if there are any security or performance issues that need to be addressed before they become a problem. Quarterly review reports provide vital information about network activity, servers and hardware to review what is running smoothly and where they may need help. "With CPI, I finally know when something is wrong with my infrastructure before my users do," says Cooper. "We know where we stand and have improved uptime and reliability."

CPI's senior level engineers are on-site quarterly to help make recommendations based on past performance and emerging technologies. With improved information for better IT resource planning, the FFCSD has increased the predictability of their network management costs – saving them money in the long term and helping with budget planning for the district as a whole.

Moving Forward

By relying on CPI for the ongoing support and maintenance of their information technology assets, the FFCSD staff is freed to focus on their mission and can maintain the best technology environment to support the school's curriculum.

"My focus is ensuring our users have the best experience," says Cooper. "Since we began working with CPI, we've had fewer and less frequent service interruptions. This translates to fewer incoming help desk calls, giving me more time to focus on the strategic areas of my role. We've reduced help desk calls by at least 50%."

CPI's technical experts continuously serve schools like FFCSD helping them navigate the technology complexities that contribute towards the success of their school. With fully automated monitoring and alerting of health, availability and performance of their servers, they don't need to worry about compliance issues, security breaches or disruptive downtime. With an overall reduction in the time and cost for maintenance and a solid view of their technology performance, they can better plan to meet the changing needs of their faculty and students.

"The CPI team spends less time talking and more time listening. They architect solutions to help meet their clients' unique needs."

*Bill Cooper
Network and Systems
Administrator
Fonda-Fultonville CSD*



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Want to learn more? See how CPI can help you at www.comproinc.com

About Computer Professionals International

Computer Professionals International (CPI) provides a complete portfolio of Hardware, Software and Services that tailor readily to your unique business and IT needs – today and in the future. CPI works with a host of technology partners, including Cisco, Citrix, HP, Microsoft and NetApp, in order to provide strategic solutions for companies wanting to boost security, enhance internal infrastructure and manage the rapidly growing mobile device market.

CPI brings together experience, best practices and tools that are applied to meet unique project requirements. The company has developed a solid reputation in the Banking, Higher Education, State and Local Government and Services sectors. Computer Professionals International was founded in 1981 and today is one of the premier technology companies in the Northeast.