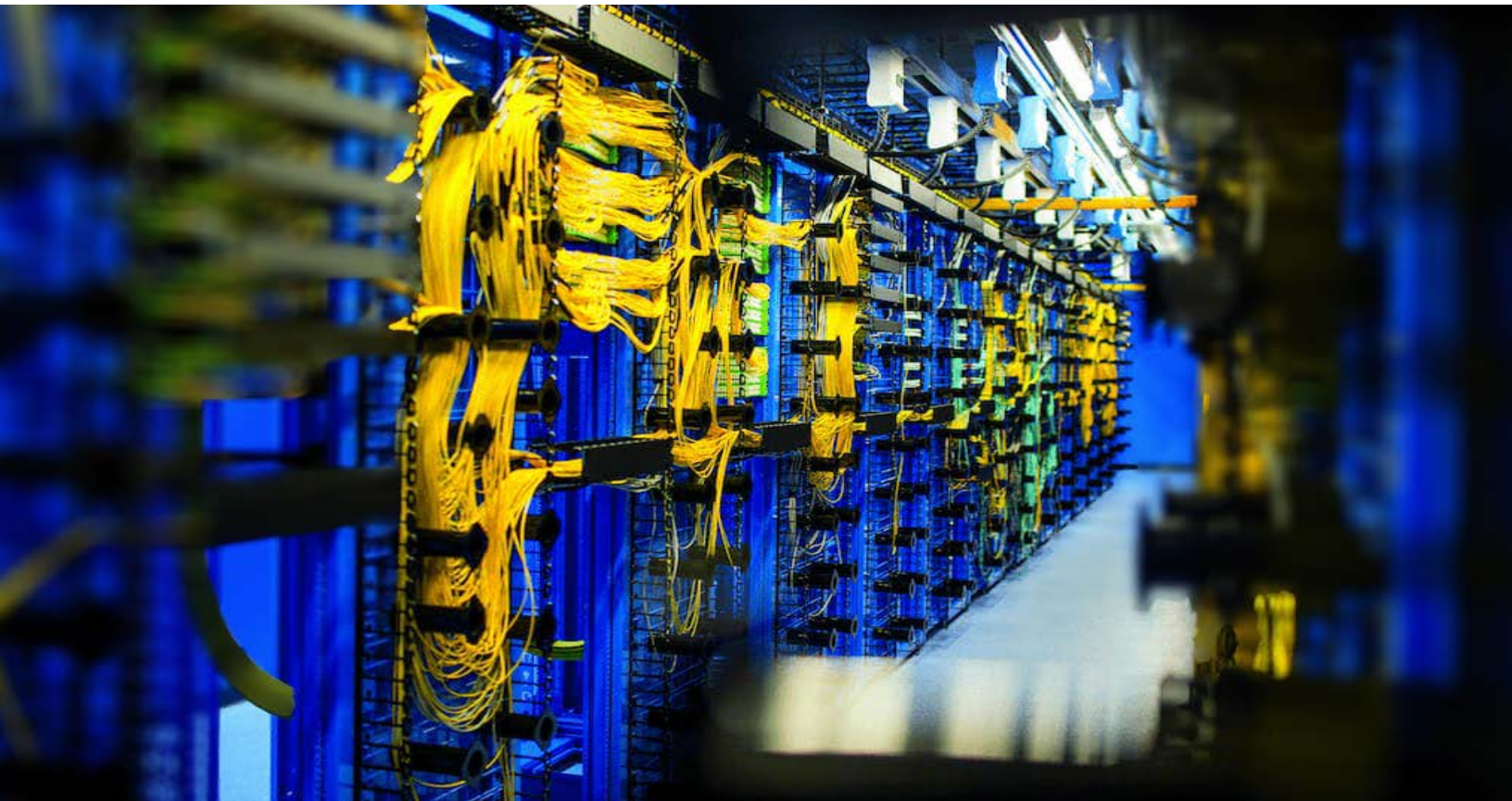


CASE STUDY

Strategically Streamlining IT Operations



COMPANY BACKGROUND

A valued customer partnered with Convergent after the COVID-19 pandemic to conduct a strategic technology assessment. This comprehensive review aimed to assess the customer's business and technology environment to identify areas for improvement and to streamline operations.

BUSINESS CHALLENGE

The customer had recently migrated essential services, such as their CRM and Unified Communications platform, to the cloud. The assessment revealed several critical areas that required immediate attention.

KEY FINDINGS

Reduced Need for On Premise Infrastructure: Migrating to the cloud reduced the necessity for on-premise infrastructure, leaving only domain controllers and a remote desktop server for QuickBooks access.

Aging Server and Storage Infrastructure: Recently outdated and approaching the end of its life cycle as indicated by the product manufacturers.

Consolidation of Security Solutions: The customer needed to streamline their security solutions and providers to improve efficiency and security across their platform.

Elimination of Time Consuming Tasks: The IT team was burdened with repetitive and time-consuming tasks such as desktop patching and end-user support.

Additionally, the customer aimed to minimize or eliminate upfront costs associated with migrating to the new managed service provider and IaaS. After a detailed analysis of all potential providers, the customer selected Thrive Networks as their new MSP/MSSP.

THE CONVERGENT SOLUTION

Convergent devised a comprehensive solution to address the identified issues and support the customer's goals. The strategy involved evaluating three Managed Service Partners (MSPs) and Managed Security Service Partners (MSSPs) to provide a range of critical services. These services included:

1. **Infrastructure as a Service (IaaS):** Provisioning the remaining virtual machines necessary for the organization's operations.
2. **Managed Detection and Response (MDR):** Implementing MDR for Windows servers and endpoints, firewalls, switches, end-user laptops, and Office 365 to enhance security.
3. **Secure Web Filtering Services:** Ensuring secure web access for all remote users.
4. **Managed Patching and 24x7 Support:** Providing comprehensive patch management and round-the-clock support for end users.
5. **Cisco Network Infrastructure Monitoring:** Monitoring, managing, patching, and supporting Cisco network infrastructure.
6. **ISP Monitoring and Escalation:** Offering proactive monitoring and escalation for Internet Service Providers to ensure reliable connectivity.

RESULTS

The strategic technology review and subsequent solutions implemented by Convergent successfully addressed the customer's critical needs. By partnering with Thrive Networks, the customer achieved enhanced security, operational efficiency, and cost savings, positioning them for continued success in a rapidly evolving technology landscape.

For more information please email info@askconvergent.com or call 1(800)866-4444 to schedule a meeting with our Trusted Advisors.