



Industry
Non-profit

Eide Bailly Services
Project Management
IT Management
IT Planning
IT Help Desk

Eide Bailly Technology Consulting

Infrastructure Services Case Study

Situation

Our client recently lost its IT staff person, and its technology systems were becoming obsolete. The client's 70-node network, with multiple servers and mobile users, was out-of-date. Our client needed support staff and help upgrading their technology—before it started to fail.

Solution

Eide Bailly Technology Consulting worked with this client to determine overall technology needs. We interviewed staff members to find out what their technology problems were, and what they needed in order to make their jobs easier. Our team also conducted an on-site assessment of the current technology system and was able to provide thorough recommendations to improve their current structure.

During the process, our consultants implemented two new servers to replace three old failing servers, and installed data backup solutions for disaster recovery. We also found that remote users were dialing in—which was extremely slow and often didn't work. Our technology consultants installed VPN connections for these users, which increased connectivity times and allowed them to connect to the network from anywhere.

Our client decided to retain our technology consultant on an outsource basis, instead of hiring a full-time IT staff person. Our consultant works closely with staff and provides daily troubleshooting on PCs and servers. Our client's staff has access to this knowledgeable individual who is able to help them with all of their technology problems and questions.

Results

- Developed a technology plan for future upgrades to ensure systems do not get out dated.
- Developed a training plan for our client's staff for better utilization of company software and Microsoft office.
- Improved efficiencies as a direct result from technology upgrades.
- Reduced problems for staff members working remotely, including faster connections and ability to connect from anywhere.
- Made web access e-mail available.

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