

QUICK FACTS



Solution Focus:
Security



Employees: 20-30



Locations: 1 location



Primary Solutions:
Security - Anti-Virus,
Back Up, Disaster
Recovery, and Policies

CHALLENGE

Uptime and security are so important for a business under tight government regulation. This organization approached ITP with an immediate need for a written security policy, mandated by the government. They did not have a proactive security stance, they lacked a recovery process or plan in place for potential attacks. With unreliable access to IT support for their users, this organization struggled to keep employees productive. The organization also suffered network instability and frequent downtime on HyperV.

"Before ITP we had a lot of difficulty with infrastructure stability and security. We didn't have reliable access to day-to-day technical support or anyone to help us collaborate with our technology vendors."

SOLUTION

Security experts at ITP provided a template for the necessary IT Security Policy, helping this organization remain compliant. Overall security efforts provided by ITP, including anti-virus, disaster recovery and on-going patching schedules - closed the gaps for malicious attacks. ITP recommended a migration from Hyper-V to VMWare for additional network stability. And finally, using ITP Support - this client has easy 24/7/365 access to outsourced service desk resource.

"ITP is the bridge to our technology. They keep our solutions secure and available for employee productivity. If an employee has an issue with a login or a software update, I know that ITP Service Desk can solve the issue, quickly."

SUCCESS

The biggest improvement to this client's technology is the peace of mind of a proactive security stance. If there was a malicious attack, this client now has the systems and support in place to recover data and applications. Additionally, with access to ITP's Service Desk, this client can efficiently and effectively support internal users. Their employees have easy access to IT resources for password resets and application access. With a documented security policy the client is now compliant, and can continue to pursue government contracts. Finally, virtualization stability through VMWare provides high availability and ultimately boosts employee productivity.

"We have yet to experience a malicious attack... but with ITP's security measures in place, we are confident that if we did have an issue - all of our data would be easy and available for recovery. It is that peace of mind that makes our relationship with ITP so valuable."

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Chris Rhode, Facility and
Maintenance Supervisor
BBI Detection