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DOLCE VITA IT SOLUTIONS LLC

CASE HISTORY:
Managed Services – Network Environment

Client Profile:
- Central Oklahoma children's hospital with 125 beds
- 10 Servers, 175 workstations, wireless user and guest networks, Cisco switch and router infrastructure

Managed Services Objectives:
- Improve cost-effectiveness of IT services operations
- Due to significant power and environmental challenges, provide alerting for network performance and device alerts, as well as real-time alerts due to high temperature, low-humidity events
- Server and workstation operating systems must be issued revisions (aka patches) to periodically enhance security – need to provide managed real-time OS patching of servers and workstations
- Provide real-time alerting for issues with stopped services and low disk space on servers as this has been a consistent problem for this client

Managed Services Results:
- **Environmental monitoring** - Part of DVITS Sempreon managed services recommendations was to place temperature / humidity monitors in critical equipment locations such as server rooms and switch closets. Within the first six months of deployment, Managed Services alerted numerous times due to server room temperature and humidity going out of specs. This provided evidence to force the HVAC contractor to make necessary control adjustments resulting in a more stable server room and switch closet environment, and reducing thermal equipment damage issues
- **Reduced downtime** - Sempreon provided alerts which identified power supply issues to one of the system's core switches, and reduced downtime for that portion of the network to less than 15 minutes
- **Improved security** - Within two months of deployment patching effectiveness was improved from an average of 20-35 missing patches per device to less than 3 missing patches per server and 1-3 missing patches per workstation resulting in vastly improved security standards
- **Improved dependability** - Alerting by managed services simplified troubleshooting when a web filter failure caused a local internet outage…this alerting reduced facility internet downtime to less than one hour. With numerous records and pharmacy resources existing online this was critical.
- **Monitoring and alerting in real-time** - When medical staff inadvertently dumped 200+ GB of data to a space sensitive server, the loss of space was identified in time to halt the dump before the server hard drives filled, thus averting a server crash and associated costs
- **Improved hardware reliability** - On over 20 occasions in the past year Sempreon managed services has alerted because it detected potentially failing hard drives either on servers or on workstations…this has allowed drive replacement prior to any user impact, with savings of over $5000 per year

Sempreon
MANAGED SERVICES

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