

Rebuilding IT Operations and Security for a healthcare provider.



CLIENT OVERVIEW

Our client is a rehabilitation services provider, located in New York and currently has 350+ employees. They engaged TetherView to rebuild their dysfunctional IT infrastructure, streamline management, improve end-user desktop experience and establish a HIPAA compliant computing environment for the whole organization.

PAIN POINTS

- Inefficient support ticket system
- Lack of security monitoring
- Outdated operating systems
- High IT costs
- On-premise servers
- Remote accessibility

SOLUTION

Cloud Migration

Overhauled management and support of the existing IT infrastructure that consisted of seven locations and two separate data center providers. Within first 45 days, all vital business systems and data were migrated to a highly-efficient private cloud environment.

Windows 10 Upgrade

Repurposed most desktops and laptops by shifting end-user computing to a Virtual Desktop model. Enabling employees to work and access their data securely from any site or computer. As a result, employee productivity significantly improved.

Compliance and Security

Deployed a monitoring solution to capture and log user activity within the virtual desktop, which is allowing the company to stay confident that no data can go missing without a digital trace.

Managed Services

Engaged in various projects and ongoing support including: Office365 email migration, SharePoint redesign, phone provider changes, site network redesign, MPLS decommission, cabling and so forth.

65% ↓

Reduction in Support Ticket Volume

95% ↑

Remote Ticket Resolution Rate



RESULTS



Ticket Volume & Resolution

By implementing a remote management system, TetherView's technicians were able to remotely assist and resolve 95% of requests from initial contact. In addition, after switching to VDI—the company saw a 65% drop in ticket volume.

Increased Productivity

By eliminating the time involved in break-and-fix situations, security, backups, and compliance the company has been able to focus on its core competencies. With virtual work environments, employees now have secure remote access, up-to-date OS, and help desk technicians at the ready.