

Case Study

Managed IT Services Optimize Operations for Community College



Customer Overview

Customer

A public community college based in Western US

Profile

The community college has over 30,000 students and 2,700 teaching and non-teaching staff.

Industry

Higher Education

Services

Managed IT Services

Business Need

Several challenges emerged when the community college shifted to 100% distance learning mid-semester. To drive agility, maintain resilience, and embrace the college's "Student First" focus, it sought a partner to provide students with better educational opportunities.

Additionally, the community college wanted the partner to provide continuity as requirements and student expectations evolved and optimize against lost revenue streams. Additional goals included:

- Enable remote and home-based workers to continue to pursue their education without interruption.
- Enable timely and secure access to existing resources remotely.
- Ensure governance of the workspace experience.
- Provide security awareness training to students and faculty.
- Reduce the cost of services for customers experiencing slowdowns, furloughs, and shutdowns.
- Rapidly deploy 50 employees to support the setup and operation of 3 large campuses and nine satellite learning centers.

To meet these diverse business objectives, the college partnered with Synoptek, enabling an exceptional IT service experience for students, faculty, and staff.

Solution and Approach

To pursue the community college's objectives, Synoptek embraced a people- and technology-centric approach focused on specific needs, priorities, and desired outcomes. Leveraging the scale and capabilities of our organization, we created a joint executive advisory board, formed a security leadership team, and deployed an onsite management team for the day-to-day management of activities with the personal touch required by such a large and diverse organization.

We delivered services to meet the required level of availability and drove efficiencies, which were invested back into services that directly support the college's "Student First" focus. Our technology experience team, along with our digital transformation and infrastructure operations teams, delivered the following services:

Security Leadership

- Strategized collaboratively with the college to ensure that tools and procedures that support the overall vision are implemented.
- Provided security thought leadership, best practices, and advice through a virtual CISO.
- Reviewed compliance, regulatory requirements, and security frameworks and provided necessary recommendations for improvement.
- Ensured the highest levels of security regarding people, processes, and technology.
- Created security policy, governance, and training processes to align with the college's long-term goals and objectives.

IT Program and Project Management

- Understood current processes as well as existing roles and responsibilities.
- Addressed a longstanding culture of informal priority setting with a lack of project management structures.
- Implemented best practices as per PMBOK and tailored our PMO to promote a cross-functional mindset.
- Focused on building platforms, enabling digital transformation, and delivering new innovative solutions.
- Implemented a robust change management strategy to help faculty realize the institution's vision.

IT Service Management

- Ensured 24/7 delivery across core operational centers.
- Enabled continuous improvement around core metrics, including customer satisfaction, ticket volume, and SLAs.
- Ensured consistent performance of core operational services, including metrics, ITIL processes, and automation.
- Identified trends and funneled improvement areas back into the larger team.

Technology Optimization

- **Provided end-user application support for**
 - Operating Systems
 - Office 365
 - Microsoft Teams
 - Cisco Webex
 - Canvas
 - Internal portals and all other supported software
 - Greymatter CRM – powered by Microsoft Dynamics
- **Delivered workstation management and support, including:**
 - Desktop administration
 - Remote control
 - New employee provisioning/reimaging
 - Email and active directory provisioning
 - Software distribution
 - Vendor escalation management
 - Asset tracking
 - Patch management
 - Endpoint configuration and control
- **Enabled computer lab management, including:**
 - Recruiting, developing, and managing student workers
 - Refreshing systems
 - Monitoring lab activity
- **Enabled classroom technologies, including:**
 - Audio and visual systems
 - Conferencing equipment
 - Smart classrooms and carts
 - Interactive learning environments
- **Delivered eLearning solutions, including:**
 - Audio and visual systems
 - Cutting-edge Hyflex classroom technology
 - Interactive distance learning environments
- **Provided systems management and support for**
 - Physical and virtual servers
 - VMware
 - Patching/updates
 - Enterprise storage, backup, and DR
 - Data Management
 - Database administration
 - Archival requirements
 - Cloud storage
 - Microsoft OneDrive
 - Backup systems
- **Enabled network management, including:**
 - 24/7/365 network administration
 - Threshold and performance monitoring
 - LAN
 - Firewall management
 - Router Management
 - Switch Management
 - WAN
- **Provided IP telephony services, including:**
 - Unified Communications
 - Contact Center Applications
- **Set up video systems for**
 - Video Conferencing
 - Smart Classroom Systems
 - Digital Signage
- **Delivered application support and maintenance across:**
 - Enterprise SaaS applications
 - 3rd party on-prem apps
 - Custom applications
 - Academic Technologies
 - Database administration
 - APIs
 - Portal and web development

Business Benefits

The comprehensive range of Managed IT Services provided by Synoptek has enabled the public community college to respond to the changes brought about by the pandemic and navigate a broad range of digital transformation goals with increased agility and resilience. Today, the college can:

- Deliver on the promise of their “Student First” focus.
- Engage students via natural and personalized teaching experiences.
- Empower faculty and staff by establishing a multi-style, data-driven workplace culture.
- Follow the entire student lifecycle from first engagement through alumni status.
- Optimize operations via intelligent processes and automation.
- Improve skills of the workforce via specialized training.
- Enable value-based education by transforming online programs.
- Evaluate, select, and deploy new technologies with confidence that best-in-class solutions are being provided.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.