

# ManageWise for a Public School District

## ManageWise Keeps School District's Production and Recovery Systems Running Efficiently

### THE CHALLENGE

The public school district was struggling with issues from resource challenges. A common concern for state and local government, IT served as the on-boarding process which could take up to six months from the time they found the right person. The department was unable to effectively and efficiently manage their environment due to a lack of the right people, skills, time and finances.

Even though funding sources enabled them to obtain state-of-the-art technologies, the school district was unable to staff its team with enough personnel to learn and administer these assets. This put critical information in that environment at risk – including the student information system, email and volumes of databases that provide the educational curriculum to all the schools.

### THE SOLUTION

cStor's ManageWise service provides the school district with a certified engineer to help manage their environment for three days a month. In addition, the ManageWise service gives them ad-hoc hours the IT department can use each month to ask cStor engineers for advice or assistance when they have questions or are confronted with an issue.

The support cStor provides today is closely related to the technical solution provided when the relationship began five years ago. The cStor team includes a dedicated account manager, professional services manager, project manager and a few engineers, all for less than the cost of a single FTE. cStor helps the school district accelerate digital transformation and other modern initiatives, while still ensuring the reliability, performance and availability of business-critical workloads. Ongoing services primarily include preventative maintenance, firmware updates, trouble remediation and hardware and software upgrades. cStor engineers are continuously assessing the client's needs and reporting back to help adjust the client's IT priorities.

#### Client Overview

- A publicly funded school district that includes nearly 150 schools
- Serves 90,000+ students
- 13 million square feet of instructional space

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### THE RESULTS

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By leveraging ManageWise, the school district effectively utilizes its available operational dollars while benefiting from maximum agility to maintain their complex IT environment. cStor professional engineers are available within just a few days of notice – as opposed to months with their other options. By hiring cStor, the school district saves more than \$120,000 per year by eliminating the need to hire additional IT staff to solve their problems.

The client has found its relationship with cStor so beneficial that they have renewed their ManageWise contract for a fourth year. cStor's certified engineers now work both on-site and remotely on a weekly basis to assist in managing the school district's IT production and disaster recovery environments.

ManageWise ensures that critical infrastructure is working optimally while giving the IT department staff the time required to manage other important environments and spend more time with their customers and stakeholders. They have also been able to spend time making better strategic decisions for their future IT agenda.

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### ABOUT MANAGEWISE

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ManageWise is part of a new breed of IT service, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

#### Let's Get Started

Learn more about how cStor can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact cStor to schedule an appointment today.

#### About cStor

cStor helps companies strategize, create and implement data center, digital transformation and cybersecurity solutions that help clients leverage IT to enable business transformation, reduce costs, minimize risk and gain competitive advantage.



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