

Steady Networks doesn't just provide IT Support and Cybersecurity, we lay the foundation to help companies grow by providing Peace of Mind.

Moving Business Forward

Case Study

NM COMPANY MOVES SECURELY TO CLOUD

When this local behavioral and mental health service provider was faced with aging server hardware coupled with an increasingly remote workforce, Steady Networks provided a frictionless path to the cloud.

Now work-from-anywhere is creating a sunny future for owner and staff.



SECURE REMOTE WORK SOLUTIONS

Southwest Family Guidance provides mental health counseling to children and families in 7 counties across New Mexico. With a decentralized staff and increasing reliance on up-to-date technology, they saw the need to begin migrating to the cloud - even before COVID hit the nail in the coffin of locally-hosted IT infrastructure.

From the moment they moved over, they could begin to see the benefits. **"I'm a person who flips back and forth between office and remote work,"** says Director of Operations Katharine Spehar. **"Not having to deal with the VPN is definitely a time saver and it eliminates a lot of hassle."**

Every Steady Networks project has a dedicated Project Team and Project Manager to provide clear communication around timelines and budgets. This created a successful transition for Southwest Family Guidance to move their file shares and security to Microsoft 365. When describing the migration of almost 90 users from a local network to the cloud, Spehar explains, **"It was a very smooth process...most people haven't noticed any difference and I would say overall it's been a net positive for for the agency."**

Now the company is well-versed in the cloud managed infrastructure. The staff uses Microsoft Teams and Sharepoint like it's second nature, and they were well positioned when COVID hit to weather that storm and even grow their business. Now telehealth is becoming the norm and Southwest Family Guidance is a leading provider of both in-person and remote behavioral health services in the state. Steady Networks is proud of the part they played in that success. **"It was definitely a good experience,"** Spehar adds. **"The project management was very well organized on Steady Networks' side and, as always, they were very patient with us!"**

Industry

Health Care

Company Size

100+ Employees

Project

Cloud Infrastructure Migration

Challenges With On-Premise Servers

Steady Networks meets quarterly with every customer for strategic planning and budgeting, and through this process it became clear that the future for Southwest Family Guidance was in the cloud. **“We’ve had some challenges here with the server room... and trying to find appropriate solutions to not having so much equipment on site I think is beneficial for us.”**

Spehar explains, **“I live in Albuquerque and I lost power this morning for a few minutes at home.”** She could imagine what that kind of outage would mean at the office. What could be a minor inconvenience for a remote worker, would be a disaster for a business relying on the local power grid for uptime. **“We just don’t want to have to deal with those hassles, so it seemed like a good move for us and Steady Networks really did a great job.”**

Easier To Use And Increased Security

Due to health care regulations, Southwest Family Guidance needed to have increased security measures like Multi-factor authentication and drive encryption, and these features are available when Steady Networks deploys Microsoft 365 cloud migrations. Now new employees can have a laptop drop shipped to them, login to a brand new computer with a username, password and MFA code and get access more quickly to all of the tools they need with fewer challenges.

“It’s a smoother onboarding process for us and there’s less work for us,” Spehar concludes. **“One of the things that can happen is that we have people starting on a Monday morning and they’re coming in at 8:30 so they can get set up before our nine o’clock meeting. If they’re able to do it all on their own, that just saves time for everybody.”**

Four Security Tips

Security is important to every business today. Here are a couple of the top recommendations Steady Networks makes to every company - whether we work together or not!

Ave. Response Time

24 min

Over 3 months



Speed

Our focus on prevention actually means faster response times for our customers. Because we deal with fewer issues than our competitors, we can deliver faster service to all of our customers and be there when you need us.

Customer Satisfaction

99.1%

Over 3000 tickets



Happiness Delivered

Nobody's perfect, but we sure try hard to get there. We track our customer satisfaction with every interaction and last quarter received just shy of 100%. Which is good news, because there's always room for improvement.

01

Multi Factor Authentication

Add MFA (code texted to your phone) to your email, VPN and other logins. This one tip could save you from an attack.

02

Backup Management

More than just backup software, backup management verifies backups are working on a daily basis and tests that they work.

03

Patch Management

Those annoying updates? Totally worth it, but not set it and forget it. Make sure you have a trust/verify process to get it done.

04

Password Lockouts

Make sure your passwords lock after 5 attempts! This can stop hackers that are trying every password in the book!

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