

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

Restoring Peace of Mind

Case Study

NON-PROFIT MUSEUM

When this large non-profit learned a key IT person was retiring, they were skeptical that he could be replaced with an outsourced solution. What they found was that the right IT group can be even more effective than an in-house technician.



CHANGING OF THE GUARDS

When the School for Advanced Research, a large non-profit museum and research center in Santa Fe learned their seasoned IT Manager of over 20 years was retiring, they knew they had big shoes to fill. He held the keys to managing the servers, the databases, and the network that included a 10 acre campus with over 20 buildings and wireless coverage across them all.

The executive team began the research someone who could cover the range of skills and disciplines that the previous IT Manager had overseen and were coming up short. A lot of technology changes had come through in the critical years since he had started, and it was unclear how to make a seamless transition.

Fortunately the search connected the operations manager, Alex Kalangis and Steady Networks' CEO, Jonathan Sandmel together and they began to explore the concept of outsourcing, rather than hiring In-House IT.

“Working with Steady Networks turned out to be a great decision,” explains Kalangis. “I wouldn't say I was skeptical, but the scale of the transition seemed daunting to me. There were a lot of moving parts and it was hard to envision how your team could take it over, but you had a great onboarding team that definitely put us at ease.”

Now more than a year on, the organization is feeling the full benefit of the proactive processes that are the foundation of the Steady Networks' methodology. When Steady Networks took over, there were a lot of 'quick-fixes' and 'band-aids' that were tolerated because a single IT Manager can often get overwhelmed with high priority problems, and struggle to find time for long-term solutions to smaller problems. The Steady Networks process is designed to solve these issues permanently, rather than ask staff to live with technology annoyances.

Industry
Non-Profit

Company Size
70+ Employees

Catalyst
Key IT Resource Retiring

LET'S GET STARTED!

Right out of the gate, Steady Networks identified some of the security risks that the organization had been left exposed to by the previous IT Manager. **"It was a relief to get such immediate feedback. Steady Networks got to work quickly securing our network which did give me additional peace of mind,"** said Kalangis.

The onboarding process exposed out-of-date email security, unpatched workstations and servers, and an ineffective backup procedure. Additionally, most of the knowledge-base was living in the IT Manager's head. Steady Networks made sure that the network and all processes were documented as part of the onboarding project.

STRENGTH IN TEAMS

So much of preventing IT problems is about understanding all of the roles and responsibilities of an IT department. Usually when IT is managed in-house, the IT Manager is skilled in a few areas like 'reactive support' or 'server management,' but there are other disciplines to consider like Security Best Practices, Project Management, as well as Budgeting and Long-Term Planning.

"Steady Networks has such a breadth of skills across the team members," Kalangis continued, **"From the reactive support folks to the account managers to the project team. We really have so much more covered than ever before - I really can't say enough about how much better off we are as a company."**

Whether your company is managing IT in-house or you want to evaluate your current outsourced solution, it's worth giving Steady Networks a call to see if our proven process can work for your company too.

4 TECH 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!



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.



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!

Need More Info?

- 505-365-1975
- www.steadynetworks.com
- info@steadynetworks.com