CareerSource Tampa Bay Finds Reliability and Efficiency with Managed Services from Resultant

CareerSource Tampa Bay (CSTB) had been living in reactive mode for years due to an outdated IT environment that had not been updated, leaving them vulnerable to security threats. They were making do with an IT vendor who hadn't kept up with their growth, and important issues had started falling through the cracks. CSTB brought in a new IT director, Rich Beynon, just in time to help choose a proactive managed services team to help move the organization forward.

About CareerSource Tampa Bay

CareerSource Tampa Bay offers a full range of career planning services for professional and entry-level candidates, including career orientation; turnkey resource centers that assist in the candidate's job search; career fairs; interviewing techniques; labor market information specific to occupations and industries in demand as well as resume-building tips, salary and wage information, and more; and professional networking.

THE PROBLEM

For a small IT team with a lot to manage, important issues had started falling through the cracks. Kiosk machines across five locations weren't being maintained, and a lot of the organization's infrastructure was obsolete. Security patching and network updates had been neglected. A longtime IT vendor hadn't kept up with CSTB's growth.

> "My first day as IT director was the day we were evaluating RFPs. CareerSource brought me in because I've worked on both sides of MSP and could help define the strategy and look out for the interests of the organization. Resultant stood out as the team who'd be flexible and proactive so we could focus on our own work."
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> **— RICH BEYNON**
> IT Director, CareerSource Tampa Bay

Rich helped select Resultant as the team who would help set CSTB on a more reliable and efficient path from significant technology debt, vulnerable systems due to lack of oversight, outdated hardware, and teams who had given up on IT support from the vendor. Our objectives included ensuring reliability and security to enable CSTB to focus on their organization's mission and not IT.

OUR APPROACH

Three Resultant experts traveled to Tampa for onboarding, poring over documentation from the previous provider, who was onsite to answer questions, and talking with Beynon and other stakeholders to identify gaps that would help determine the strategy to set CSTB on a more reliable, efficient path.

Our team found a particularly challenging environment:

- CSTB had significant technology debt.
- Lack of oversight had left systems vulnerable.
- Hardware sat in boxes, long past its usefulness.
- Teams had given up on getting IT support from the vendor.
- An updated count showed almost 30% fewer devices than CSTB had been paying to cover.
- CSTB hadn't been able to develop an IT strategy or keep up with growth while issues proliferated.

THE SOLUTION

CSTB hadn't been able to get out of problem-solving mode to develop a roadmap for modernizing their IT environment. Our objectives were to ensure the reliability and security that would enable them to get back to their own projects. That work included:

- Migrating to the newest on-prem server hardware

- Decommissioning CSTB's exchange server

- Reducing their environment from 25 servers to 12

- Deploying new backup systems, including a DRaaS solution and anti-spam protection

- Implementing Office 365, Intune, and Azure

- Modernizing the network by replacing all firewalls and access points with the latest gear from Cisco Meraki

- Implementing firewall HA pair at core site for redundancy

- Providing structure for IT oversight and future projects

- Multifactor authentication revision and rollout to ensure accounts are protected

- Leveraging Teams/SharePoint/OneDrive effectively for the organization

- Deployment of detection and response software in place of endpoint protection

- Ensuring a scalable environment to support CSTB's continued growth

As a nonprofit, CSTB had opportunities for reducing the costs of its IT progress. We researched and identified options that ultimately provided new and better hardware for less than CSTB would have spent renewing service and support on what they had.

THE OUTCOME

An IT roadmap, regular communication, and monthly maintenance keep CSTB at its secure, efficient best. Our team works closely with Beynon, meeting weekly to review progress, goals, and any issues that have arisen. So far, noted improvements include the following:

- ⊘ Help tickets are down.

- ⊘ Resultant has achieved a 96% customer satisfaction rating with an 88 net promoter score YTD.

- ⊘ Although we're contracted for a two-hour response time, SLA response has averaged around seven minutes.

- ⊘ Environmental patching is up from 44% to 99% compliance.

- ⊘ Backups are monitored and no longer failing.

- ⊘ Security of the environment is stable.