

Professional Services Case Studies

Case Study Number One: Health Sciences Center for a Large State University

Synopsis – During a major natural disaster, our team in support of our customer mobilizes to support a state-wide health care organization in crisis:

- Quickly after the disaster - rushed team to 'war zone' to help rebuild/ recreate Health Sciences' Data Center
- Involved with racking and cable management of over 100 servers
- Installation of IP based KVM switches
- Delivered 50% of the talent to install and configure 3 large/complex SAN storage systems

Overall timeline - quite amazing - all completed within 7 days and over a holiday weekend under extremely adverse conditions.

Case Study Number Two: Major County School System – Saving a Project in Jeopardy

Synopsis – The objective was to save a project that was in jeopardy, with partially installed equipment and non-functioning storage being abandoned by a previous vendor for the customer, with the net effect of the having the school system in the lurch:

- Re-installed and reconfigured servers at five school sites, which also included tape storage units, and SAN units
- Reconfigured and/or reloaded server OS's and Backup software to solve issues with utilization of tape storage units
- Reconfigured SANs for proper operation and to accommodate customer's needs

This project was completed in five working days. The customer kept the account, with kudos from the school system administration for the expertise and professionalism for the implementation team.

Case Study Number Three: Local Government Project - Library and Township

Synopsis – The objective is to install, configure, and test firewalls, a wireless network and the requisite layer 3 switches and VLANs for a new Library.

- Network installed and configured
- Installed and configured 2 core firewalls and 1 firewall VPN end-point appliance
- Involved in installation and configuration core layer 3 switches with VLAN configurations
- Installed and configured 20 Wireless Access points

The project was completed on-time and on-budget, with a complex implementation in place for public access and restricted access for personnel working simultaneously in the same environment seamlessly. This network extended to the local police department, with a secure connection tested and verified.

Case Study Number Four: Wireless Implementation for Charter Community School

Synopsis – The implementation of this wireless network has a unique twist to the conditions of which it must work – the walls to the school had been crafted in the late 1800s, and are solid stone. These same walls adjoin wings of the school that were added later, which compounds the complexity of getting consistent coverage for the wireless ‘zones’:

- Conducted wireless site survey
- Installed and configured 12 wireless access points
- Installed and configured server as Domain Controller for new network
- Installed and configured 50 plus desktops and laptops, configured for wireless access
- Installed and configured networked printers

The following is an excerpt from the CEO of the charter school to the management of BMC Solutions:

Comments:

(The professional service’s engineer) from your company is currently on-site installing a wireless network for (our) Community Charter School. He is a very valuable asset to your company. I am writing to show my appreciation and give my praise for an outstanding employee who does a job that goes beyond and above the call of duty. I never thought I would get anyone on-site...who would feel the need, see the vision, or march to the drummer that we needed and so desperately desired.

Despite the mountains of set-backs, bundles of miscommunication, and the seemingly endless sight of our network (your engineer) has been the epitome of professionalism. He has single-handedly (literally) saved the reputation of (BMC’s customer), made BMC heroic in the area, and most importantly enhanced the education and thus the quality of human beings that will eventually live, work, and rule within the area.

He worked on Saturdays and Sundays and late into the evenings on the weekdays because he could sense our need and he responded (one of the few who were involved with this project). I could go on and on about the wonderful qualities that (this tech.) possesses. I think I can sum everything in two words - THANK YOU...