

**UNDERSTANDING
EDUCATION
TECHNOLOGY**



“Flexible storage has always been a big issue for us, as it is for most schools—we don’t want to have to keep upgrading products. We want the flexibility to expand the storage ourselves when we need it and ITsavvy understood that.”

**Michael R.,
Director of Information Systems**

All educational institutions need technology to improve operations, reduce costs, and support educational services. Identifying the right equipment and software to meet the needs of students, teachers and administrators takes careful expertise and planning—which is often beyond the capabilities of the institution’s staff.

Once the technology is in place, the staff needs to understand how to use, maintain and manage it; many schools have equipment that is either idle or rarely used only because the staff was never taught how to use it. A good technology provider, such as ITsavvy, will provide the expertise and training that schools need to fully take advantage of the best technology for them in the most cost-effective way possible.

OVERVIEW

Industry
Education

Client Profile

The school is a special day school in New York. The highly qualified staff provides educational programming for students, ages 5–21 years who have special learning, social, and emotional needs.

Business Situation

Like most schools, the client stores vast amounts of micro media—video clips, photos, etc. This means that they require a lot of storage that must be capable of continually expanding.

Solution

ITsavvy suggested a few options that would increase performance, increase their virtualization capabilities, and decrease their risk of an unforeseen data loss. The final recommendation was a mid-range storage array from a leading maker.

Benefit

- > Ease of expansion for growth
- > Fast data access
- > Unified storage
- > NetApp SnapManager software allows for both rapid restoration of Application or Database services and/or rapid point-in-time restoration of data, whichever is required.

About the Client

The school is a special day school in New York. The highly qualified staff provides educational programming for students, ages 5-21 years who have special learning, social, and emotional needs. This includes the academic, social, and behavioral support necessary to graduate and be successful in life. Students receive instruction in highly structured, small classroom settings. School-to-work transition planning begins at age 13, to prepare students for the shift to the community, and toward their post-secondary goals. The curriculum integrates character education traits such as trustworthiness, responsibility, caring, citizenship, respect, and fairness.

Their Challenge

Like most schools, the client stores vast amounts of micro media—video clips, photos, etc. This means that they require a lot of storage that must be capable of continually expanding. Michael R., the school's Director of Information Systems explained, "Flexible storage has always been a big issue for us—we don't want to have to keep upgrading products. We want the flexibility to expand the storage ourselves when we need it and ITsavvy understood that."

Michael had originally decided on a SAN from one particular maker and contacted his sales rep at ITsavvy, Alex Menard. After listening carefully, Alex suggested another maker that would provide a better solution than the one Michael had planned on--more efficient and cost-effective. "This vendor's solution would allow us to plug in our own software and save a significant amount of money in the long run, Michael explained. "Alex was able to get a thorough quote to me right away that ended up being a good deal."

Alex also set Michael up with one of ITsavvy's top engineers, Jason Boedeker.

Our Solution

Jason realized right away that the school was in dire need of additional storage. He also knew that one solution the school proposed--bolstering their existing systems with additional servers, each with their own isolated storage would not be a good long-term solution. So Alex and Jason suggested a few options that would increase performance, increase their virtualization capabilities, and decrease their risk of an unforeseen data loss. The final recommendation was a mid-range storage array from a leading maker.

"Alex was able to get a thorough quote to me right away that ended up being a good deal."

Michael R., Director of Information Systems

“I knew in advance that it would be the perfect solution because I saw it work--Jason was able to demonstrate it,” Michael said. “I could see exactly how it would operate once it was installed and implemented. Jason was very conscious of our mission and let us know exactly what he was doing and how it would affect our immediate operations.

One of Jason's biggest challenges was finding a way to migrate some of the client's most critical systems without measurably disrupting either students or faculty. “We had a couple of late nights moving data, but in the end, everything came off exactly as planned,” he said.

Their Success

One of the best investments the school made, Michael said, was the purchase of Jason's time. “He was able to show us how to do everything correctly and efficiently on our own,” he said. “That gave me a lot of confidence. In the past, people would just come out with a box and install it.”

Jason knows that it's important to listen to all of a client's current challenges, not just the issue at hand. “Anyone can quote an array to increase storage capacity,” he said. “In this case, after Michael was finished explaining his most urgent need, we asked a couple more questions and found significant potential overlap with some issues they were having in their virtualized environment. We knew these were issues that the right SAN could also address.”

Jason saw that the client wouldn't be able to get the full benefit of the SAN without additional reconfiguration of existing equipment, which was beyond the scope of the quote. So he performed those services at no additional cost. “We are very careful and thorough with our quotes and really don't like adding anything additional,” Jason said. “But given that, it seemed too much of a shame not to help this client fully maximize their investment.”

“The staff at our client is superb,” Jason said. “They are very easy to work with, and they know their way around technology. We only needed to show them basic administrative functions, and they caught on right away. The school saw performance and capabilities gains on existing systems immediately.”

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Michael R., Director of Information Systems

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Jason Boedeker, ITsavvy Systems Engineer Manager

Michael is especially pleased with the customer service and the fact that both Alex and Jason are highly available. "I recommend ITsavvy all the time," he said. "I used to work with (the best known and biggest technology vendor), but they didn't quote accurately. It was a problem because I would take that quote and process it. Then it would be approved for a set amount of money. Further down the road, when it came time to order, that company would fine tune the quote, which almost always meant increasing it. That put me in a bind because I couldn't go back and ask for more money. The only thing I could do at that point was order less. I would say that the other company's quote process was inept. Alex always provides thorough quotes from the start. I know I can count on him not only for an accurate quote, but his expertise. It's unusual to have a salesperson with the kind of technical knowledge that he has."

Michael concluded: "But the most important thing is that we are up and live and things are working. We have more space to store things now and the flexibility that we need to increase storage for years to come."

FOR MORE INFORMATION, please contact an ITsavvy Client Executive.

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The ITsavvy Solution

HARDWARE

- NetApp FAS 2040 Storage Array

SOFTWARE

- NetApp OnTap 7.2
- NetApp Snap Manager (Exchange, SQL, Virtual Infrastructure)
- Microsoft Windows 2008 R2 Server
- VMware Vcenter

PARTNERS

- NetApp
- VMware
- Microsoft

