



# Case Study: Staff Augmentation



ISO 9001:2015 Certified

## THE CHALLENGE

A rapidly growing Southeastern Chamber of Commerce struggled with balancing the financial constraints of a non-profit organization, demands of its members, with the needs of its employees to operate in a stable, reliable, safe IT environment in which to operate on a day-to-day basis. The Chamber had surpassed the point where an ad-hoc, and reactionary approach needed to be replaced with a proactive approach to IT infrastructure and security.

## THE OBJECTIVE

The Chamber of Commerce needed to support its employees and member organizations with a reliable IT infrastructure and data center that is safe, secure, responsive and free of SPAM, and the potential of network intrusions. Ultimately, the Chamber balance providing effective support to a growing number of employees and locations while with its limited not-for-profit budget.

## THE INTEGRATED SOLUTION

A full time, on-site staff member with a comprehensive set of skills and the ability to reach back into ICS, Inc. for added support, as needed.

- Remote and on-site firewall management
- Remote and on-site technical support of users
- Remote and on-site network monitoring
- Liaison and procurement services with telecommunications vendors, software vendors and hardware vendors.
  - Determining new hardware and software requirements
  - Obtaining quotes for purchase
  - Installation and Maintenance
- On-site management of Antivirus software
- Anti-Spam filtering for all users
- Technical support of associated entity users
- Support of Windows servers for all outlets (backups, updates, etc.)
- Support of Cisco routers, switches, and Etherswitch modules.
- Support of Cisco Linux servers and VoIP equipment
- Support RoKu devices at kiosks (digital signage)
- Blackberry/Blackberry Enterprise Server support
- Wireless router support

## THE RESULT

By outsourcing the management of their I.T. infrastructure resources to ICS, Inc., the Chamber of Commerce was able to secure their network infrastructure and receive the support needed to allow network operations to flow smoothly and efficiently. The Chamber was able to benefit from knowledgeable, highly-technical I.T. staff that were able to step in and begin resolving issues immediately, and also received support from the ICS Virtual Team. ICS, Inc. continues to provide these resources to ensure the Chamber's infrastructure remains operationally secure and responds appropriately to developing business needs.



At ICS, we pride ourselves in our unique ability to integrate comprehensive strategy and cutting edge security into information operations. As the information age advances by leaps and bounds, it is imperative that your organization take a proactive, holistic approach to information operations. By leveraging our comprehensive strategy of integrating information security tenets into every aspect of IT service delivery, your organization will be armed with the technology, processes and policies necessary to win the ever-evolving battle to ensure the continuous availability and integrity of your organization's information.

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