

Pinpoint Network Outages Before They Happen

“If you’re operating a large network, you need to have a solution like Affiniti Network Assure to get value out of all your other technology investments. Otherwise, you’re just throwing spaghetti at the wall, hoping that what you’re piecing together sticks.”

— Jarred Masterson, Director of Technology, East Central BOCES

ABOUT EAST CENTRAL BOCES

East Central Board of Cooperative Educational Services (BOCES) is a vital part of the public educational system in East Central Colorado. The organization makes it possible for 20 school districts in mostly rural areas to combine resources for educational services like professional development, special education, and gifted and talented programs.

CHALLENGE

- Providing reliable IT service for geographically isolated users.
- Spotting network faults before they cause outages.
- Freeing up time to focus on cost-saving measures like trending and analysis.

SOLUTION

Affiniti Network Assure powered by a 24x7x365 Network Operations Center (NOC)

RESULT

Fewer surprises leading to fewer outages across a 15,000 square-mile service area

CHALLENGE

For more than a decade, East Central BOCES has relied on the internet to help them bring essential education services to the 20 school districts it serves. With a service area that covers 15,000 square miles and with thousands of ports and devices to manage, that’s easier said than done. What started out as providing and maintaining a wide area network (WAN) for basic internet access and distance learning has now become a comprehensive IT infrastructure for each school district, from desktop and laptop support to wireless local area network (WLAN) distribution.

“Some of our biggest challenges have been around not having a way to see what was happening in our network,” says Jarred Masterson, East Central BOCES Director of Technology. “We’ve tried a handful of solutions that have either been too expensive or are open-source and would require their own ongoing care and feeding.”

Once they added up the various features they wanted, Jarred realized that, realistically, an open-source solution would be too costly to manage on their own.

SOLUTION

East Central BOCES turned to Affiniti Network Assure for an affordable solution that would also provide the managed services it needed. Affiniti Network Assure provides proactive, end-to-end, network and equipment monitoring and management. Services include network performance monitoring, trouble ticketing, and problem determination through resolution by leveraging proprietary predictive analysis tools.

For East Central BOCES, the benefits were immediately apparent.

“We ran Affiniti Network Assure alongside an open-source solution we had been relying on previously,” he explains. “Affiniti Network Assure quickly alerted us that there was a problem with an aging firewall. We looked at the open-source solution and saw the problem there, too, but we hadn’t noticed it because it didn’t proactively alert us.”

Another problem with a software configuration for their data center operation was quickly spotted, too. Fixing it allowed Jarred and his team to increase network storage throughput and increase the ROI of their existing infrastructure.

RESULTS

“I feel like we finally have the whole package,” Jarred says. “We have reassurance that many network issues can be caught before users notice a problem. We’re also better able to manage things like configuration changes on devices.”

With proactive control over the network, Jarred is excited about incorporating more of Affiniti Network Assure’s newest features like trending and analysis.

SIX PILLARS OF SUPPORT



AFFINITI Network Assure is based on six pillars of support:

- Monitoring & Intervention
- Trending & Analysis
- Data Management
- Provisioning
- Procurement
- Auditing

These six pillars are reinforced by our Network Operations Center, available 24 hours/day, 7 days/week, 365 days/year.

“If you can’t see a problem, then you can’t fix it,” he concludes. “And no one person can do what Affiniti Network Assure does when it comes to gathering data to show when, why, and how the network is operating.”

Learn more at affinitinetworkassure.com or call 888-334-4096.