




Micro-Consulting Services

Zones tackles network issues for a New York county.

One of New York’s largest counties was experiencing network outages impacting its mission critical systems and its ability to serve its constituents. On top of that, the IT team lacked the expertise to identify the issue and faced a long and cumbersome Statement of Work and issuing Purchase Order approval process, delaying important work IT needed to complete. Zones packaged a bucket of hours the county could consume over a 12-month period. The client consumed these hours using Zones technical experts to assess their existing network environment and implement a Cisco enterprise network (routers & switches) upgrade without any impact to daily operations, while delivering zero downtime for their mission critical systems.

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Costly network outage with a cumbersome process of approving SOWs and issuing POs.
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Implemented Cisco enterprise network upgrade without impacting the daily operations.
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Zero downtime for the mission critical networking systems and a better level of service.



CHALLENGE

- Costly network outages impacting mission critical systems.
- Lack of internal expertise to identify issues.
- Important IT work held up by long-lead time & cumbersome process for approving SOWs & issuing POs.



SOLUTION

- Zones Micro-Consulting Services.
- Cisco enterprise network upgrade (routers and switches in data center and branch offices).



RESULTS

- Completed network upgrade without any impact to daily operations.
- Delivered zero downtime for mission critical systems.
- Provided not only better level of service to constituents but also improved perception of IT team’s reputation with key county departments.

Consider **IT done.** Visit zones.com or call **800.408.ZONES** today.

THE CHALLENGE

Our client, one of the biggest counties in New York, experienced network outages which impacted its mission critical systems and, therefore, its ability to serve its constituents. The IT team lacked the expertise to identify the issues despite spending considerable time and budget working with their legacy VAR. Related, but separate, the county had a very long and cumbersome approval process for approving SOWs & issuing POs which held up important work the IT team needed to complete. The end result is that the IT team at this client was unable to complete important IT projects impacting both the level of service it provided as well as its reputation key internal departments who relied on its services.

THE SOLUTION

Working with the client, we proposed on-demand technical expertise, in the form of a bucket of hours, that the client could consume on an as-needed base, over a 12-month period. The client used part of these hours by having Zones technical experts assess their network environment. The Zones team identified the causes behind the outages and recommended an upgrade of their network environment. The client then used the remainder of their hours to have Zones implement the recommended solution which included a Cisco enterprise network upgrade (routers & switches). As part of the implementation, the Zones team worked closely with the client to ensure there wasn't an impact to their daily operations during the upgrade process.

THE RESULTS

Zones delivered a Cisco networking solution to the client that resulted in zero downtime for their mission critical networking systems. This solution enabled the county to provide not only a better level of service to its constituents but also improved the IT team's reputation with county departments who depend on their service. Also, Zones worked closely with the client to ensure there was no impact to their daily operations during the network upgrade process.



By leveraging Zones' micro-Consulting Services, we could get the support we needed without having to worry about overspending for services we didn't need.

County Department of IT



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