On-Site Support Services

Zones IT support services earn top grades from a New York school district

Scotia-Glenville Central School District's legacy IT services were provided by a mix of district staff plus staff and services from the district's local Regional Information Center (RIC). District IT leaders found the arrangement to be both inefficient and expensive. Zones won the contract to provide comprehensive IT services to Scotia-Glenville. Today the district enjoys not only responsive, high-quality IT services across the district but lower costs for those services as well.

Managed IT infrastructure with 2 separate IT organizations and improved Quality of Service.

Provide entire IT technical support and recommendations on issues related to industry best practices.

Convenient access to professional IT support with an overall increase in quality of IT support.

CHALLENGE

- Inefficient & expensive distributed IT services support
- Dependent on multiple district and regional resources
- Poor employee experience with IT Department

SOLUTION

- Unified Managed Services from Zones
- Extensive Network Infrastructure upgrade with critical monitoring services
- Ongoing IT Strategic planning support for School District Leadership

RESULTS

- Increased services management and support
- Reduced costs
- Access to advanced IT knowledge

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

THE CHALLENGE

Scotia-Glenville Central School District is a mid-size district with 2,600 students, located in upstate New York. Its IT services were supported by a mix of district staff as well as staff and services from a local Regional Information Center (RIC). The district's IT leaders found this support model to be inefficient and expensive.

- Client struggling to manage IT infrastructure with 2 separate IT support organizations
- District IT department & Regional Information Center (RIC)

THE SOLUTION

Zones now provides all IT technical support for the district, including its data center operations, desktops, tablets, projectors, phones, and related technology. Zones nfrastructure also provides the district's leadership with guidance and recommendations on issues related to industry best practices and new technology.

THE RESULTS

With fast, convenient access to professional IT support, the Scotia-Glenville Central School District reports that it is not only very satisfied with the overall increase in quality of IT support but also with the cost of securing this support.

BUSINESS OUTCOMES

Zones demonstrated the value of using a centralized IT managed service to address IT help desk requests with trained, ITIL-certified agents, advanced toolsets and repeatable workflow processes.

CLIENT BENEFITS

Improved quality of service (QoS) levels with uinified managed service **86%**

24/7 Expanded hours of support with 24/7 coverage

20% decrease in IT services cost to school district tax payers **20%**

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