



Enhanced Security and Network Monitoring for New Mexico School District

When a leading school district in New Mexico suffered a ransomware attack causing lost data and vulnerability, it turned to Sharp Business Systems for a managed IT solution to reengineer its network, firewall, active directory and server resources.

Business Environment Challenges

A leading school district in northern New Mexico with nearly 2,000 students enrolled in 7 schools was not equipped to support and manage its aging network, nor did it have the resources to secure the network's integrity.

The district worked with an IT company based in Vermont that handled its IT environment and initiatives. The district was dissatisfied with its IT provider due to the limited visibility provided into the network, servers and overall IT processes. After experiencing a severe ransomware attack that compromised the district's data, school management knew it needed a more robust IT infrastructure to help mitigate the risk of another cyberattack.

Industry

Education

Organization

A Leading School District in New Mexico

Challenges

- Ransomware attacks led to lost data
- No business continuity plan in place
- Not satisfied with the previous IT services provider
- No insight into previous IT management or environment

Solutions

Managed IT Services

Results

Upgraded IT capabilities and provided full transparency into IT environment through the deployment of:

- 1 Full-time Resource On-site
- Enhanced Security and Server Monitoring
- Support and Endpoint Management for 250 Users
- Continuity 24/7 with 7TB of Storage for 22 Devices
- Reengineered Network, Firewall and Active Directory



Technology Solutions

After securing the RFP through a proposed bid to completely restructure the school's IT environment, Sharp Business Systems (SBS) of New Mexico presented a Managed IT assessment to the district to identify its vulnerabilities and showcase the SBS branch's ability to monitor the school's network efficiently. Additionally, SBS New Mexico introduced a new dashboard that integrated information from multiple sources and applications into a single location to provide full transparency into the district's IT infrastructure.

Representatives from SBS New Mexico worked with the newly appointed IT director to update outdated IT equipment, monitor the servers, create group policies for simpler and more secure management, and implement Fortify security software to prevent security vulnerabilities. They also added ConnectWise Manage Help Desk on all teachers' devices to provide additional service support and a dedicated full-time resource for on-site assistance.

Proven Results

The district is very passionate about its students. Everything done daily is to best assist with the students' education. SBS New Mexico has committed to helping the district develop students who want a future in IT through a mentorship program. Students will be provided with the opportunity to learn about IT, break-fix service delivery and software management to help them grow in the IT field and support their development for years to come.

SBS New Mexico founded a true partnership over the past few years of working with the school district, from building a newfound trust with the district's essential personnel to amplifying its decade-old technology and network with new hardware and services. This partnership has provided additional opportunities to modernize the district's laptops and monitors to improve staff efficiency. As the district continues to grow and become the beacon of schools in the area, SBS New Mexico is dedicated to supporting all requested services for years to come.