

QUALITY OF NETWORK BROUGHT BACK TO BUSINESS LEVEL NEEDS



“Graycon has provided us with a plan to help us map out our IT investments, and a path to vitalize our business.”

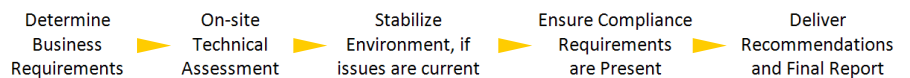
Derrick Bullen, President

CHALLENGE

S.i. Systems had inconsistent network speeds; users had become (reluctantly) accustomed to outages; the technology team had lost its ability to be proactive as planning time was typically used to correct system failures and outages; there was essentially no documentation, no change management controls; and quality of IT service was essentially lost. The impact on the business was slower responses and higher costs.

SOLUTION

Graycon performed an Infrastructure Assessment (IA) of their environment. The IA is a point-in-time snapshot used to evaluate network functionality and design. The four week process illuminated Si System’s internal operations within the technology environment and revealed opportunities for optimization and risk mitigation. The process flowed as follows:



2 Year Plan

Stability

Structured Approach

Operational Cost Savings

Standardization & Consolidation

System Stability

Compliance Readiness

RESULT

The Infrastructure Assessment Report, accompanied by specific recommendations, laid out a strategy for S.i. Systems to follow over a specified time line, notably:

- A structured approach showing where S.i. Systems should focus its efforts and develop viable resolution plans.
- Defined operational cost savings through standardization and consolidation
- Details of all discoveries with attention given to risk and criticality, focusing on remediation plans for the environment.
- A clear plan that led to system stability and 75% readiness for IT General Controls Audit Compliancy within the first two months.
- S.i. Systems assigned Graycon to manage their system immediately, and will on an on-going basis.