



**CASE STUDY:** Replace Existing Managed Services Provider

**INDUSTRY:** Commercial Property Management Firm

A Madison-based commercial property management and investment firm was referred to Aberdean. They have three offices (Madison, Minneapolis and St Louis).

This company had worked with two of our competitors in the previous five years and were unhappy with both experiences. With one, they felt like a small fish in a big pond. With the other, they felt like everything was reactive and they were plagued with recurring issues and a lack of quality control.

The prospect had some very basic issues, such as how user permissions and shares were assigned to users. They continually had multiple calls/service appointments to resolve a string of issues for every new user and new computer being added to their network. Because of the lack of proper controls, some end users were given access to files they should not have been able to view. This led to a complete lack of trust between the firm and the incumbent provider.

Aberdean was brought in to do an audit and to identify issues that could be resolved. Our audit uncovered many minor issues that can have a wide range of impacts.

One of the issues we encountered was a password policy that allowed the employees at this firm to have “one” character passwords. We also discovered issues with user share and permissions that were all being assigned manually and not utilizing Group Policy and Active Directory. In addition, we uncovered that the backup and UPS systems were not protecting the server. End users were very unhappy with their Internet and computer performance.

The last project the property management firm did with the incumbent provider was to migrate their staff from the local Exchange Server to Office 365 - Exchange Online. This migration was very messy and the firm reported issues with user machines filling up and running low on disk space as a result of the project. A point of contention for the users was the Internet bandwidth and this firm uses many cloud-based technologies but were running on an Internet connection that did not serve their business well.

Aberdean advised on some basic changes required to streamline the user and PC setup process. We removed all the users and machines in Active Directory for employees who had left in the prior years. We implemented Group Policy Objects to assign user permissions based on policy and removed the manual process that was in place. We corrected the UPS and backup solutions while completing our initial acclimation.

Aberdean implemented a new cloud-based Cisco Meraki firewall and with this, we were able to show the customer actual Internet use results. They were able to see quantifying information backing up the recommended Internet upgrade. We helped them select a new ISP and they are now using 5X the Internet bandwidth that they had available from the prior Internet Service Provider. The other provider was under contract so we are now load balancing both Internet connections. We were also able to implement a cloud-based image backup of their network servers.

We advised this customer to move to Windows 10 and Office 2016 as part of our 90-day onboarding plan. The end result was a user base that is very impressed with how much faster their laptops are now they that have been deployed properly and have the proper Internet connection for their users.

