

Case Study

Integrated Consulting Services Focus Your Staff on Mission-Critical Initiatives

Client:

Dayton Public Schools

Dayton Public Schools is an urban district of approximately 14,000 students in pre-kindergarten through high school.

Challenge	CBTS Solution	Results
<ul style="list-style-type: none"> • Client needed IT partner to provide unique, integrated solution for diverse IT needs. • Client needed help desk support, training, and network monitoring and management. 	<ul style="list-style-type: none"> • CBTS resources combined with subcontractor support to deliver necessary solutions. • CBTS-led comprehensive review of current and long-term technology needs. 	<ul style="list-style-type: none"> • CBTS monitoring/management of client network and IT support functions. • Client IT staff able to focus on core mission of delivering outcomes for students.

Business Challenge

The Information Systems Committee at Dayton Public School District (DPSD) was searching for a primary, experienced IT vendor to provide a unique and integrated solution for its diverse IT needs.

Those services included help desk support, break/fix maintenance support, development of software applications and standards, hosted ERP platform support, project management, LAN/WAN solutions, training, and network monitoring and management.

Consulting, covered.

CBTS Solution

CBTS recommended delivering the necessary information technology services with a best-in-class, vendor-agnostic approach. CBTS combined its internal strengths with several noted subcontractors, whose technical expertise and experience in critical areas solidified the overall CBTS team's solutions. The scope of the solutions included:

- Strategic planning.
- Network/Systems infrastructure assessment.
- LAN/WAN analysis.
- Novell and NT domain analysis.
- Remote, workstation, and desktop management analysis.
- Help desk.
- Training.
- Application development and support strategy.
- Project management and quality assurance.
- Hardware procurement.
- Telecommunications support (phone system).
- Future technology and solutions briefings.

The best-in-class approach allowed the CBTS team and DPSD to fully implement a comprehensive strategy with a view of current and future infrastructure requirements.

CBTS also developed and implemented cost reduction methods, while increasing quality standards at DPSD.

CBTS Partners

To fully tackle the challenges at DPSD, CBTS combined its expertise with several high quality vendors and partners that offered proven solutions and expertise in selected IT areas.

Partners included:

- **CBTS** – Providing project management, network management, assets, Novell, and technical coordination.
- **CDO Technologies, Inc.** – Providing desktop, software implementation, integration and training.
- **Platinum Technologies** – Providing help desk, application development, and desktop roll-out.
- **Nu Vision** – Providing telecommunications support.

Consulting, covered.

Products/Services Included

- Microsoft
- Cisco
- 3Com
- NEC PBX
- Compaq
- HP
- Lotus
- Novell
- Nortel
- ZenWorks
- Groupwise
- VMware

Employees Deployed on the Project

Current CBTS staff includes a project manager, technicians with various certifications, and experienced support personnel.

Results

CBTS successfully implemented the entire project, deployed the network and now manages the IT services described above. This allows DPSD IT leadership to set direction and vision for DPS learning advantages using IT technologies.

The relationship also gives DPSD access to highly qualified IT talent and industry best practices without having to invest in new hires. CBTS deployed consultants who remain current with IT industry changes, and maintain training updates and certifications.

Consulting, covered.