



Case Study: Private Elementary School



The Company: Private elementary school serving students from pre-kindergarten through 8th grade located in Vancouver, Washington. In order to prepare their students for higher education the school makes use of a relatively large network of desktops and several servers to aid in the education process.

The Challenge: Lack of internal technical support. One teacher on staff was tasked with the responsibility of maintaining the network, while at the same time providing instruction to students throughout the day. More Power Computers was asked to provide a solution that would ensure quality network support with maximum uptime thus freeing school staff to concentrate on their core responsibilities.

The Solution: More Power Computers designed a proactive managed services solution that was customized specifically to the needs of the school. This solution consisted of regularly scheduled, periodic preventative maintenance, on-site network inspections, and real-time predictive and preventative failure monitoring.

The Result: Through the use of around-the-clock monitoring with instant warning notifications, the Lead Technician assigned to the account received notification of a critical error on the server. This error indicated that a server crash was imminent. The technician immediately notified the client and advised all staff members to save their data and exit the system as quickly as possible. The technician was then able to shut the server down in a controlled manner, correct the failure, and re-start the server. The entire process took 15 minutes with no loss of data and minimal interruption of services. This proactive and preventative approach to providing network services saved the client untold hours in lost classroom instruction, lost data and network downtime.