NEW PEACE OF MIND

NECCO BOOSTED EFFICIENCY & PRODUCTIVITY WITH BETTER UPTIME, VISIBILITY, AND SYSTEM-WIDE REPORTING.

CASE STUDY

NECCO
We Build Families

emerge | solutions that work

EXECUTIVE SUMMARY

DILEMMA

A lack of general oversight, standardization, and global management of IT systems across all locations.

SOLUTION

Deployed systems management of 650 new workstations and integrated Cisco Meraki across the enterprise.

RESULTS

- Productivity through standardization
- Enhanced asset management
- Scalability protocol established
- Eliminated high IT recruiting
- 24/7 IT support peace of mind.

A MISSION OF HOPE

Necco has placed thousands of children with supportive and caring families. Their purpose is to lift children out of an impossible situation and into a world filled with hope. Technical difficulties shouldn't stand in the way of such a noble mission.

Connecting children with families is what Necco does. Allowing networks to connect reliably is what Emerge IT does. Both companies are committed to doing great things for the people who rely on them.

WORKING IN ISOLATION

Headquartered in Cincinnati, Ohio, Necco has 25 locations spread across Ohio, Kentucky, West Virginia, and Georgia. From an IT standpoint, each location was an island. There was no good oversight of IT or standardization across locations.

Necco is great with social services and taking care of kids, but as they said themselves, they aren't IT savvy. Like most businesses, they just want things to work! But things were not working. Miscommunications were happening among locations, networks went down at the most unfortunate times, and staff members felt frustrated.

Not only did Necco's offices feel isolated from each other, they felt isolated from anyone who could help. Their past experience with IT support consisted of unreturned phone calls and delayed fixes.

A NEW WAY EMERGES

Emerge IT started by asking Necco's employees what they needed to succeed at their important jobs. Steven Hahn, the Chief Administrative Officer, led the way in forming a relationship with Emerge. The employees filled out surveys and discussed their expectations. Emerge visited every one of the 25 sites, getting to know the team in person and explaining what they could do for Necco, how to contact them, and what the future would bring.

> **"THE NEW SYSTEM ALSO PROVIDES ANALYTICS AND REPORTING ON THINGS LIKE BANDWIDTH USAGE, ANY MALWARE THAT HAS BEEN DOWNLOADED, CONTENT FILTERING, AND OVERALL TRACKING"**

Standardization was the primary goal for Necco's computer systems. They needed reliable uptime and availability of the technology they used each day. In addition, they needed security that they and their clients could count on.

Emerge drew upon resources from Cisco to make all the difference. The Cisco Meraki portal would allow Emerge to see into each Necco location quickly and easily, down to a granular level. They could control and adjust how bandwidth is used, ensuring maximum productivity.

Emerge onboarded 650 workstations into their managed service platform. They directly manage patching and antivirus protection for each of these. The antivirus program Emerge selected can immediately fix issues with 85-90% of the workstations. Emerge installs and runs it, so that the user doesn't need worry about it. Users can see it running, but they cannot exit, close it, or uninstall the software. And even if it were uninstalled, it would reinstall automatically.

The new system also provides analytics and reporting on things like bandwidth usage, any malware that has been downloaded, content filtering, and overall tracking on what users upload or download. It can even block users from access to certain parts of the network until permission is granted.

Literally overnight, Necco became more efficient. Now, the employees are happier and more productive, and the company has realized cost savings as well. The new system increases efficiency, thereby reducing operating expenses. Additionally, by making the strategic decision to outsource their IT support, they eliminated IT recruiting and training costs. Most importantly, Necco knows that with their new system they can always call someone, 24/7, if they run into problems.

NECCO
We Build Families™

650
NEW WORK STATIONS

99%
UPTIME

25
ACROSS LOCATIONS

ACHIEVEMENTS

To kick things off, Emerge and Necco worked together on Q&A, surveys, and got to know each other in-person.

Necco needed reliable PC uptime and availability network-wide. In addition, they needed security that they and their clients could count on.

Emerge deploys Cisco Meraki technology in all locations, allowing ultimate visibility and control of the network.

Emerge deployed managed services to 650 workstations with updated patching and anti-virus management, along with system wide analytics and reporting.

Necco is now more efficient and productive along with realizing cost savings as Emerge continues to provide oversight, thorough ongoing management, and quarterly business reviews.