LAN Infotech

CASE STUDY

FAITH + FREEDOM + FUTURE

Coral Ridge Ministries

Coral Ridge Ministries is a TV and Radio ministry based around the preaching and teaching of Dr. D. James Kennedy. They produce and air a nationally syndicated weekly TV program, daily radio programs, and scores of related books and DVDs. Nearly one million people watch, listen, or log on to the media outreach of Coral Ridge Ministries every week.

The Coral Ridge Hour, its weekly television program; *Truths That Transform*, its daily radio broadcast; its award-winning website, www.coralridge.org and the print and video resources produced by Coral Ridge Ministries are all touching hearts and minds across America.

Products used in this solution:

- **Sonicwall NSA Firewalls**
- **Symantec Anti-Spam**
- **LAN Infotech Monitoring Service**
- **Hewlett Packard Wireless**
- **Dell POE Network Switches**
- **LAN Infotech Managed Helpdesk**

Their operation, based in Fort Lauderdale, has about 85 full-time employees at two main locations and encompasses media production, writing books, maintaining a website, accepting donations and orders, customer service, receipting, and offsite product fulfillment. They have three separate server farms with approximately 50 servers.

BUSINESS NEEDS

Prior to using LAN Infotech, Coral Ridge Ministries had in-house IT staff. While the team performed well day to day, they had difficulty looking forward and adopting roadmaps for upgrades and improvements.

Often there seemed to be "gridlock," in that they couldn't upgrade due to existing limitations and couldn't fix these problems without upgrading. Also, given the size of their operation, the number of IT staff seemed large relative to their overall user base.

Coral Ridge Ministries first task was to define what they did and didn't need. LAN Infotech studied the applications and business processes and recommended several different solutions.

SOLUTION

When costs became a key factor to Coral Ridge Ministries, LAN Infotech was able to help prioritize and resourcefully seek less expensive solutions.

After receiving a detailed estimate, Coral Ridge Ministries agreed to undergo a complete IT infrastructure upgrade.

Coral Ridge Ministries now has a new phone system, switches, firewalls and wireless access points. They have moved to a later generation of phone technology, upgraded and updated the backbone of their IT infrastructure.

BENEFITS

Coral Ridge Ministries upgraded their entire IT infrastructure seamlessly and with minimal downtime.

1. They are now less dependent on other outside contractors

2. They now have more modernized equipment that results in better control and reduces costs

Now that the installation and testing is complete, LAN Infotech is also providing server support and troubleshooting a number of in-house production problems.

The Coral Ridge Hour: 87 percent of U.S. TV households
Truths That Transform: 502 radio outlets nationwide
Learn2Discern: Online and on 41 radio and television outlets
www.coralridge.org: 283,559 unique visitors in 2008-2009

As of November 1, 2009

"LAN Infotech is a great company to have as a vendor - Michael Goldstein and his team gets back to me when I call, they know their stuff and provide cost-effective solutions. They see things from my perspective and I can depend on them to follow through. We had worked with LAN Infotech off and on with various smaller projects.

We found the organization to be very responsive, easy to work with, and quite resourceful. As we looked at our options for realigning our IT department, we reached out to LAN Infotech to see what services they could provide. LAN Infotech had the best pricing and more importantly, a number of very happy customers who confirmed that they delivered what they promised."

David Russ, Director of Syndication and I.T.,

Coral Ridge Ministries

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