



SynerTel

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Wu Yee Childrens Services is a 32 year old provider of early education and health care to economically challenged children in San Francisco. For Wu Yee - every dollar counts.



Wu Yee
Children's Services
護兒兒童服務

In January 2008, Wu Yee asked Synertel to help with a broken 16 year old phone system. We were glad to help! Within a few months, Wu Yee had shared some larger challenges which distracted staff from being able to focus on delivering client services.

- The DSL based Wide Area Network linking 7 sites was *painfully* slow. Entering daily attendance for just 1 class could take a teacher out of the classroom for half an hour.
- Staff was mobile between offices and programs - but files & permissions did not follow.
- WuYee was hobbled by a failing mail server & spam filter. Email was so unreliable that it required twice-daily manual intervention by the sole IT staff member in order to have messages reach staff. This was a major impediment to daily workflow!
- Wu Yee's e-threat protection lagged significantly behind current phishing, virus, and malware attacks.
- There was no organization-wide tool or system for performing and managing backups.

SynerTel analyzed Wu Yee's IT and telecom spending, studying telephony & internet costs, as well as time spent 'bailing the leaky canoe' every day. We found that Wu Yee qualified for \$3K of monthly subsidy from the California Teleconnect Fund -- and that Wu Yee could enjoy a managed Wide Area Network that would be 10 times faster for no more than they were already spending!

Synertel designed a comprehensive network upgrade, providing

- Managed & monitored network 24 x 7
- a terminal server to provide a consistent, secure computer desktop experience to roving and remote staff
- Positive sender-verification spam control - eliminating the need for IT staff to sort thru filtered messages
- Voice Over IP (VOIP) linking all sites. Staff can direct dial anyone at any location, and calls can be transferred anywhere - both on campus or to external numbers.
- A new email server, 200 times more powerful of the old one - with safe redundant disks
- Active threat detection for viruses, phishing attacks, keystroke loggers, and other threats arriving in email or from web pages.
- SSL VPN for secure remote access to traveling staff from any PC or Mac, anywhere!
- Automatic monitoring of *every* device on the network - PCs, servers, printers, switches - for problems such as missing patches, viruses, low toner, paper jams, low disk space, high temperature - hundreds of things that if not detected, can lead to operational failure.
- Asset detection and tracking - critical for satisfying funders that equipment can be found.
- a Web-based ticketing system for users and IT to request help, track problems, and spot trends.

Best of all - *Wu Yee will spend no more over 3 years for all these improvements than they were already spending for the prior shaky infrastructure!* Lease financing ensured that their monthly cash flow remained smooth; Synertel re-directed the same dollars into more productive resources.

Call today to learn what we can do for your organization! 415 746-1801 or sales@synertel.com.

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