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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 first asked Synertel to help with a broken 16 year old phone system in early 2008. We were glad to help! Within a few months, Wu Yee had shared some larger challenges which prevented staff from efficiently 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 sites & programs – but their 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.
- Some systems were not protected to current HIPAA requirements.
- Phone service was intermittently lost at some sites.
- Messages and phone calls couldn't follow staff as they moved from site to site.

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 and 100 times more reliable for no more cost than they were already spending!

Synertel designed a comprehensive network upgrade, providing

- 24 x 7 Managed & monitored network
- 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 Virtual Private Network (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! The same \$5K/month that was previously being spent on maintaining aging legacy systems and a shaky WAN covers both the lease payment on all-new central IT infrastructure AND Wu-Yee's share of the new WAN circuit costs. (The CTF subsidy covers the rest!)

Lease financing ensured that their monthly cash flow remained smooth; Synertel re-directed the same budget dollars into more productive resources. As a bonus, once the lease is paid off, operating costs will drop substantially and cash flow will improve substantially.

Bottom line – Wu Yee received a complete IT and telecom make-over for 125 users without changing their cash flow at all. Progress was funded by wiser spending of the same dollars, supplemented with ongoing CTF subsidies.

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