

# Event Agency Bolsters In-House Team with Ntiva IT Consulting



## The Challenge

A Washington, D.C. based event management agency was **having trouble providing their employees, who work in multiple different locations** across the country, **consistent access to company data and applications**.

This was especially important during the run up to big events when **inconsistent performance was unacceptable**, and was starting to seriously affect employee productivity across the board.

The **small IT team went looking for outside advice**, and utilized Ntiva's IT consulting services to **come up with a joint plan** that would work for their budget.

## The Solution

Ntiva met with the existing IT department to get a full picture of their specific needs and challenges. It was quickly agreed that for this company, **implementing a remote desktop solution such as RDS would solve many issues**.

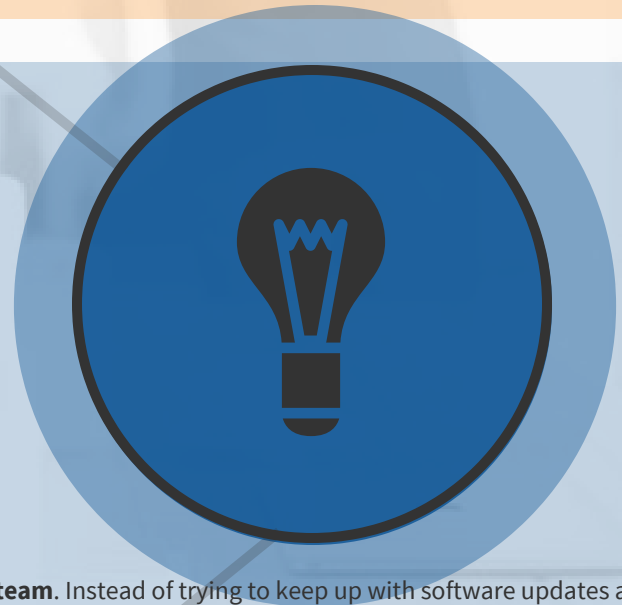
With RDS, all employees regardless of location or device could log in to a **centralized server** where all data and applications resided.

This meant everyone had the exact same experience, with **consistent and secure access to the most recent, updated data** at all times.

Using RDS also meant **lowering the maintenance burden for the small IT team**. Instead of trying to keep up with software updates and patches on almost 100 workstations and laptops spread across the country, RDS provided the team with **centralized control**, making it easy to ensure everyone was using the same up-to-date software.

They also **avoided a heavy capex hit** which was coming their way, as there was no longer an urgent need to upgrade or replace older PCs.

With a solution such as RDS, the processing is done on the server side, so the end-user hardware is not as important.



## The Impact

It was important to ensure that the new network infrastructure was correctly maintained, so **Ntiva created an ongoing support plan for the IT team**.

The agency also made the decision **to outsource routine IT management tasks to Ntiva**.

This included help desk and network monitoring and management services, which **enabled the IT team concentrate on more strategic projects** instead of wasting time and money on simple and repetitive tasks.

By installing the remote desktop hosting solution, **the agency benefited from improved performance and reliability for all employees, with the added benefit of easier maintenance and reduced costs**.

Just as important, **outsourcing basic IT services to Ntiva** will continue to keep the agency's network in tip top shape, reduce the burden on the small IT team, and provide access to strategic technology guidance as needed.