



# Promedia Keeps New Jersey School Districts Ahead of the Curve

Vistara Lifecycle Management allows Promedia's school district customers to deliver next generation learning environments, meet changing regulations, and keep students secure



*"Vistara enables us to control and optimize the infrastructure that makes sure that school districts are connected, compliant and secure. With Vistara, we can ensure performance, security, availability, and maintainability of critical infrastructure."*

- Kevin O'Connor, Director of Service Delivery, Promedia

## KEY HIGHLIGHTS

### Industry

Managed Service Provider

### The Challenge

Help school districts manage not only physical security but all infrastructure components, from wireless deployments to classroom collaboration solutions

### The Solution

Vistara Lifecycle Management enables Promedia to optimize physical, virtual and cloud infrastructure and manage technology through the lifecycle across thirty education customers

### Business Benefits

- Unified monitoring of all of the elements that are critical to the physical surveillance system
- Real time and remote troubleshooting of any infrastructure component across school districts

## About Promedia

Promedia Technology Services, Inc., founded in 1992 and located in Little Falls, NJ, is a technology solutions provider whose core business is ensuring its clients' productivity and efficiency through the appropriate use of advanced technology solutions. Promedia understands how these intricate systems can become costly, hard to manage, and hard to maintain. These challenges are answered by developing accurate ROI's for technology investments and delivering monitoring and managed service offerings to minimize the burden on the client.

## The Challenge

### Enhance school district security

Promedia helps school districts enhance physical security by supervising all of the entry points into the school premises. Promedia needs to manage complex infrastructure solutions based on EMC VSPEX architecture, including EMC VNXe unified storage, Cisco UCS servers and networking, and VMware vSphere virtualization as part of the surveillance system designed to protect students and staff.

## Be seen as a trusted advisor

Promedia helps school districts in building technology roadmaps, selecting the right technology for their objectives, installing the solution, serving as the on-site resource for contracted customer, and managing the technology through the lifecycle. Given the multitude of responsibilities, Promedia requires a comprehensive management solution that provides IT visibility across their K-12 deployments.

## The Solution

Promedia needed an integrated IT operations lifecycle management solution that can monitor and manage customer infrastructure across heterogeneous IT environments:

- Monitors all of the elements that are critical to the physical surveillance system
- Provide service maps to notify engineers when there is an incident with any element that would affect the service
- Deliver full knowledge into the status of all of the elements that keep a school secure

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## Business Benefits

### Unified monitoring

With EMC VSPEX physical storage security solution managed on the Vistara platform, Promedia engineers have full knowledge into the status of all of the elements that keep the school secure. The Vistara solution delivers visibility across all the elements that support school surveillance systems and provides service maps to notify technicians of any incident that can disrupt services.

### Proactive incident management

Alerts are automatically ticketed and Vistara's single pane of glass lets engineers control the elements from the Vistara portal regardless of whether it's an EMC storage device, virtual machine, Cisco switch, or an application. Vistara patch and antivirus management capabilities make sure that Promedia's solution stays up to date on a regular basis.

### Integrated lifecycle management

Promedia engineers use Vistara as the platform to manage not only physical security, but any infrastructure component, from wireless deployments to classroom collaboration solutions, across multiple customers.

Promedia can see, control, automate and optimize the physical, virtual, cloud and application elements to make sure that schools are connected, compliant and secure.

### Be responsive to customer needs

Promedia stays responsive to customer needs by working closely with Vistara and EMC engineers. Kevin O'Connor, Director of Service Delivery at Promedia remarks, "The Vistara engineering team is very open to suggestions and able to work with us to improve the platform. Even if it's not in our current wheelhouse, we can develop monitoring tools for new technologies as we find solutions that fit school needs."



## About VISTARA

Vistara provides a comprehensive SaaS solution for modern IT operations management. Vistara Lifecycle Management empowers enterprise IT to see across the entire IT infrastructure, control all elements, automate management, and optimize availability, performance and capacity. It's currently used by over 1000 customers to drive unified IT operations from a single pane of glass.

For a demo or more information, contact our team:

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