



Don't just take our word for it

For new clients our process of discovery and remediation is based on a systematic approach, beginning with stabilization of the network and security, moving through improving the user experience and ending with planning for future initiatives

One such example is the work we did for the Los Angeles Area Chamber of Commerce. The entire case study is outlined on the next page as well as the client's response to our work.

For more information on how we differ, turn this page and read on...

"We get enterprise class
advice (and) superb response times"

non-profit : Noly Lallana, Chief Financial Officer
Los Angeles Area Chamber of Commerce

Client

Los Angeles Area Chamber of Commerce (LAACC)

Location

Downtown Los Angeles

Client Brief

The LAACC is a high profile business organization involved with promoting prosperity and improving quality of life for all residents of Southern California. As a prominent voice of business to government at local, state and federal levels and as a popular forum for all sizes of companies, the Chamber had a unique challenge in that it needed a cutting-edge yet stable IT infrastructure within a small business budget. When mitra

IT began working with the LAACC in 2001 as outside consultants, the Chamber's annual IT spending topped \$200K per annum. Despite this, they were continuously plagued by recurrent stability and data loss issues. mitra IT was given the mandate to overhaul the entire infrastructure to improve stability, enhance data availability, enhance network security and improve functionality.

Our Approach

Our first concern was to stabilize the network without compromising any of the existing functionality. We began by documenting major issues users were experiencing and addressing those based on priorities assigned to us by senior management. Since this was a staff replacement scenario, one critical area was securing the network. In parallel, we began planning for an infrastructure overhaul since much of it was aging and in need of replacement. We presented the Chamber management with a two year plan to implement many necessary technology, policy and functionality changes.

With the Chamber's sign-off, we developed a deployment schedule to meet their off-peak

workloads. We ended up with desktop migrations, server hardware and operating system upgrades and a new strategy to handle data backup, user issues and upcoming initiatives.

Post-migration we looked at the user experience and suggested training for appropriate areas. After allowing a few weeks to deal with any unexpected application issues, we found the organization settling into, what was for them a novel experience, a pattern of routine maintenance dealing only with minor issues. Embedded in this were strict protocols for ongoing server management and new technology needs.

2 years later

Their reaction: *"... we have found ourselves in the unique position of not having experienced any network downtime, any virus infections, any compromised systems – in short with no major problems at all. Our spam is down, our network speeds are up and so is our staff satisfaction. We can now telecommute when needed, share documents seamlessly and access our faxes electronically. We get enterprise class advice, superb response times and a feeling that your staff genuinely cares about any problems we may be experiencing. What is most impressive is that mitra IT has done this while still saving us money over what we were spending earlier.*

My only regret is that we had not made this move earlier. I would not hesitate to recommend mitra IT to any business out there. Have them call me!"

Noly Lallana

Chief Financial Officer

Los Angeles Area Chamber of Commerce

"I would not hesitate to recommend mitra IT to any business out there."

About Us

mitra IT is a full service information technology consulting firm. We work with small and medium sized businesses in Southern California. We act as a complete IT department for our clients and have all skill levels on staff – from CTOs to break-fix technicians. Our goal for our clients is ZERO unscheduled downtime. We believe that secure, trouble-free networks are not only possible but achievable with good planning and adherence to best practices.

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