# It's Time for a Network Redesign When Technology Makes it Harder to Learn; Not Easier

## AT A GLANCE

- 50% increase in uptime, leading to 99.99% on average

- 40% reduction in overall tickets

- 50% performance increase after new hardware installation

- Under 5-minute remote setup from anywhere in the world

## INTRODUCTION

The Adolph Schreiber Hebrew Academy of Rockland (ASHAR) has been providing Jewish children with emotional, religious, and academic education since 1954. They have over 500 students enrolled in their school with a wide staff of teachers, workers, and admins.

They have been Protected Harbor's client for over ten years. Initially, we helped them to install network and virtual servers for their students. However, after a few years, they began facing internet issues and network problems due to other vendors installing their programs throughout the premises.

## THE PROBLEM

ASHAR continuously introduces new setups and technology for its students and staff. Unfortunately, however, their computer labs' application's server negatively affected their internet connectivity and network performance, thus increasing the downtime of the building.

Like most schools, ASHAR has strict internet rules for children browsing the web on premises and soon found themselves having issues with web browser filtering, allowing students on various sites not relevant to their studies. With the content filters being very linear, we had to establish strong barriers and filters in accordance to ASHAR's requirements.

Moreover, during their summer camp, the client required a dedicated Wi-Fi SSID broadcast for better visibility and accessibility of the internet in the building because of the increasing number of students and staff. Furthermore, the student portal required some updates due to a growing user base. With their hardware being a few years old, Protected Harbor was also contacted to install a new hardware system. These prior problems were causing daily operational issues, costing time and money to ASHAR.

This company will do whatever it takes to help improve your bottom line. To get us up to par and to straighten out our issues, Protected Harbor technicians spent almost 72 hours here! And because they work with other schools, they were able to guide us and tell us to do what's best for the students which is invaluable.

David Katznelson
Executive Director, ASHAR

## THE SOLUTIONS

**1**

**Network Redesign**

The virtual servers were not working as other vendors' hardware had affected the previous servers of the client. So, Protected Harbor performed a network redesign for ASHAR to redo the virtual environment installation. We brought the networking down and revamped it with the VLANs (Virtual Local Area Network).

**2**

**Web Content Filtering**

After network segmentation at ASHAR, the next challenge was establishing each segment's appropriate web filter policies. Protected Harbor's team found out that the client's three Wi-Fi networks had different content filters. The team assessed the web filters via VLANs and consulted one another regarding the problems with the client. Later on, we established appropriate web content filters for each segment to ensure safe browsing.

**3**

**Hardware Installations and Maintenance**

As an IT company, we continuously improve our clients' tech; so they never face poor performance. We installed new hardware on ASHAR's premises a couple of years ago and migrated the virtual machines onto them to satisfy the increasing user demand. Furthermore, we assisted them with setting up a dedicated Wi-Fi SSID broadcast for better internet coverage and availability. Additionally, we helped them with the process of progressing the users through the grades and adding new users (students or staff members) to the system as we managed their active directory and entire user base.

## THE RESULTS

As a tech company, we strive toward providing the latest technologies to our clients so they have the best equipment to run their business operations seamlessly.

Protected Harbor did a complete network redesign for ASHAR to improve networking, apply content filters, and eliminate several performance issues. We have helped ASHAR with all its technology needs for ten years. Whether there were network issues, old hardware, internet problems, or bad performance, we helped them overcome all these challenges. Now they have 99.99% uptime with almost no downtime at all. Their network system is stable and flexible with 24/7 fast support (5 min response time). It helps the client run their operations smoothly and save money.