



**Disability Rights**  
RHODE ISLAND

# Helping Protection & Advocacy Group DDRI Cut Costs & Migrate to the Cloud

## CLIENT BACKGROUND

Disability Rights Rhode Islands (DDRI) is a non-profit organization that helps in securing and advocating the rights for people with disabilities. They are one of 57 Protection and Advocacy (P&A) agencies that were created by Congress for different parts of the United States.

Protected Harbor onboarded DDRI as a client prior to the pandemic as they were switching from their former IT vendor due to their previous infrastructure not meeting the needs of their operation.

Over the years, Protected Harbor has helped several non-profit organizations, which has helped us to thoroughly understand their requirements, including those of DDRI. However, knowing those requirements doesn't always mean that there won't be some challenges along the way.

## CHALLENGES

Our team conducted an on-site audit to first identify the problems with DDRI's servers. One of the major concerns was there were various unnecessary hardware equipment at their location that had not been set up correctly. Additionally, they did not have any valid credentials to access their network equipment nor any proof of server backups or monitoring.

DDRI also had some virtual machines that were created with Hyper-V while others were created with VMware, which is not ideal because due to there being very little cross-compatibility.

The team even found servers with outdated operating systems, missing crucial security updates. Their old domain was using Windows 7, which at the time was an out-of-date operating system. Moreover, there were no redundant power systems in use. Without an Uninterruptible Power Supply (UPS) they could risk losing data or even damage their equipment. The Out-of-Band management was also nowhere to be found, leaving technicians to schedule on-site visits that would have otherwise been a quick fix remotely.

The hardware itself was in great condition but the infrastructure was overall unsatisfactory for what their team needed.

## AT A GLANCE



1 of 57 Protection and Advocacy agencies created by Congress



Excess hardware & servers with outdated operating systems & missing security updates



Went from 4 obsolete servers to a single high-functioning server



Implemented a 23 point smart server visibility monitoring plan



## SOLUTIONS

We migrated DRRI from their previous setup to our data center. It was a smooth and straightforward migration process as their company did not have an enormous amount of data to move being that they only had around 20 users at the time.

The former hardware setup was quite costly for a company of their size as it is normally used for organizations with anywhere from 100-200 users. They were paying a hefty price for a system that was not necessary for their workflow.

One of our technicians visited their building to swap the unnecessary network hardware for RIO (Reconfigurable Input/Output) enterprise hardware. We established a VPN (Virtual Private Network) tunnel between their onsite network and our data center in order to migrate their data. Since then, they have been a satisfied client of Protected Harbor with no complaints.

## ACHIEVEMENTS

- 1 Achieved client satisfaction as they do not have to manage their hardware onsite.
- 2 Reduced their VM footprint from 4 obsolete servers/VMs to a single functioning server/equipment.
- 3 Established ongoing backups for their server.
- 4 Implemented a smart server monitoring for 23 points of visibility.
- 5 Detached the irrelevant hardware (older VMware) and software (Windows 7 domain) and replaced it with all the necessary equipment.

## RESULTS

We completed the migration process for DRRI during the 2020 pandemic. At this time, like most organizations, they were worried about continuing their operations remotely but thanks to our server migration, they continued their efforts without a hitch!

DRRI was in a highly vulnerable position prior to our team's help. Now, they are able to perform their tasks with more durability and flexibility, plus have saved money on hardware and setup costs. Protected Harbor delivers quality and affordable solutions to clients according to their requirements.

Instead of wasting their time and money on resolving server problems, Disability Rights Rhode Islands can focus on their impactful jobs, protecting and advocating for the rights of people with disabilities.