

Promedia Continues Long-Standing Relationship with Rumson Country Day School

Rumson Country Day School is a private K-8 institution located in Rumson, NJ that has had a longstanding relationship with Promedia. Over the course of the relationship, Promedia has helped Rumson in its efforts to grow. Since 2008, Promedia has provided ProTect Service Solutions to Rumson Country Day as well as completing several on-site upgrades to their infrastructure. In 2009, as the school added a new wing, Promedia provided extensive expertise in cabling, network infrastructure, VoIP, wireless technology, and physical security. Then in 2010, Promedia won a bid to build up a complete new infrastructure for the school, including cabling infrastructure as well as a completely revamped and upgraded data center. Solutions employed in this infrastructure upgrade included Cisco switches, Cisco wireless, upgraded VoIP technology, and ONSSI physical security solutions.



To go along with these extensive projects, Promedia has been providing managed services through the ProTect Service Solutions division since the beginning of the relationship with Rumson Country Day. Initially, Rumson contracted Promedia's managed services to provide on-site support twice a month, mostly for their Windows environment. As the relationship matured, Promedia was able to show their expertise and build a relationship of collaboration and trust with the school. This past October, Rumson showed their belief in the benefits of ProTect Services by contracting Promedia to provide another 5 years of managed services, which has evolved to include not just the on-site visits but extensive monitoring and help desk services as well. These help desk services allow Rumson's staff to call upon Promedia's expertise and resources at any time for any necessary support. Promedia is constantly monitoring Rumson Country Day's environment. As a result of this any problems or issues

that Rumson may face, as a valued managed services customer, receive next-day priority assessment and service to make sure their network is able to run smoothly.

Dana Feldman, the Technology Director for Rumson, said, "Promedia's people are what have made this such a valuable relationship. Not only do they provide great service, but I have never been unhappy with the way a Promedia employee has worked with us. They are knowledgeable, friendly, and they have called with concerns, ready to fix problems in our system before we even knew that the problems were there."

"ProTect for us takes the place of a person. We don't have a full time tech support staff, so managed services for us is like having another person there at all times watching over our environment."

