PINE COVE
CONSULTING

Superior Technology Phenomenal Service

How Sheridan County School District #1 Turned their IT Woes Over to the IT Pros and Became One of the State's Most Technologically Advanced Districts

- Pine Cove Consulting serves as the district's complete outsourced IT provider for networking, cybersecurity, support, and more.

The Client

Located in the northern part of the cowboy state of Wyoming, Sheridan County School District #1 encompasses eight different schools which support more than 1100 students and 160 staff members. The district's IT director retired in 2016 and the district was looking for ways to fill the void and turned to Pine Cove.

Superintendent Pete Kilbride and Business Manager Jeremy Smith oversee the relationship with Pine Cove Consulting, along with managing the district. Pine Cove has one staff member on-site full-time to manage the relationship from Pine Cove's side. Pine Cove also has its complete remote support team of experts to assist on problems as they arise. Pine Cove oversees all aspects of the district's IT infrastructure and works with Pete and Jeremy to budget out upgrades for up to 10 years in the future.

"We still spend less now with Pine Cove than we did when we hosted our own staff and our technology is more up to date and better connected. We spent more and got less in the past."

Overview

Challenges

Prior to outsourcing all IT management and projects to Pine Cove in 2016, the district had an unorganized approach to IT management which included internal staff and outsourced IT to a large company. This system led to many IT problems including:

- Technology dying unexpectedly
- Limited IT knowledge to draw upon
- Confusion when with IT support tickets
- Limited options of products and services
- Slow response times for support
- No technology plan
- High costs

Process

The district previously struggled with connectivity and resolving technical difficulties. The district's technology would become obselte with no replacement plan. When Pine Cove got involved in the district they first audited the technology infrastructure and worked with the adminsitration to build out a sustainability plan to ensure all technology was up to date, at all times. Pine Cove sent a staff member to the district to act as a liason between the district and Pine Cove, as well as provide on-site support.

Solution

After budgeting out future products and services, Pine Cove and the district began crafting an IT infrastructure plan which included a brand new network and wireless upgrade, complete cybersecurity protection, Chromebooks for a one-to-one initaitive for the students, and so much more. The district now enjoys reliable connectivity and extreme responsiveness to support requests.

The Story

Pete and Jeremy turned over complete IT management responsibilities to Pine Cove Consulting. The partnership has built an IT system that has been deemed one of the most effective systems in the state of Wyoming. This partnership has allowed administrators to focus more on students and less on technology issues. Solutions implemented by Pine Cove included:

- Budgeting/ Sustainability Planning
- Cybersecurity
- Infrastructure
- Support Services

"Pine Cove removed a lot of constant headaches for us. The responsiveness and the level of service we get with Pine Cove is phenomenal."

Pete Kilbride, Superintendent
Sheridan County School District #1

"Pine Cove helps us with consistency and we know what projects we need to complete each year in order to maintain proper technology."

Jeremy Smith, Business Manager
Sheridan County School District #1

Q&A with Pete and Jeremy

1 Q: What has been the contrast in your technology before and after Pine Cove became involved?

Jeremy: More expertise to draw on. Support tickets get solved and Pine Cove manages it all. Before we had to decide who the ticket should go to and if we even had the expertise on our staff. Now we have a range of expertise to draw on. We also have a lot more options in terms of products and services. Prior, we had a limited knowledge of the products we could use. Overall a greater breadth of knowledge has been a big contrast.

We used to be surprised when a closet of technology died and we had to come up with the money to replace it as soon as possible. After the fact, we'd realize that the technology was outdated and we would think, why do we let our technology become so outdated? Pine Cove helps us with consistency and we know what projects we need to complete each year in order to maintain proper technology.

Pete: Responsiveness. Pine Cove is very responsive to our needs. We were a small fish in a big pond prior to Pine Cove. Pine Cove makes us feel like a priority. Our

needs are important to Pine Cove. Pine Cove has built a system to replace outdated technology for years in advance. Pine Cove has been able to help us develop consistency in our budget on a yearly basis.

Before I was superintendent I was a principal, and as a principal, our service sucked. Now I never hear that and I actually hear that we are getting faster and faster.

2 Q: What would you say to someone who is considering working with Pine Cove?

Pete: Pine Cove removed a lot of constant headaches for us. The responsiveness and the level of service we get with Pine Cove is phenomenal. Customer service is what they do well.

Jeremy: We still spend less now with Pine Cove than we did when we hosted our own staff and our technology is more up to date and better connected. We spent more and got less in the past.

pine cove
CONSULTING

We are dedicated to providing our clients the very best that technology has to offer. We personalize our services for each individual client by completing a comprehensive assessment.

Our Process

- Analyze Current Technology
- Design Personalized Services
- Deploy Products and Services
- Support/Help Desk
- Sustain with Long-Term Planning

Technical Background

- 30,056 Cyber-Attacks Stopped Daily
- 20,103 Users Currently Supported
- 2,527 WAPs Installed
- 2,008 Server Installs/Configs
- 40+ Technical Certifications
- 27 Years of Experience

SOPHOS 2017 WINNER
Q2 Partner of Quarter
Pine Cove Consulting

CHANNEL SECURITY AWARDS 2018 WINNER
Rising Security Star Award
Pine Cove Consulting

2020 AWARD WINNER
Channel Partners.
Excellence in Digital Services

THE CHANNEL CO.
CRN
MSP 500
2020

Contact

- Sales@pinecc.com
- pinecc.com/contact
- www.pinecc.com

Our Products

- Cybersecurity
- Network Infrastructure
- Communications
- Physical Security
- Student Safety

Our Services

- Bugeting Planning
- Support Desk
- Managed Services
- Installation Services

Where We Work

We work with businesses, government agencies, and educational institutions across the rocky mountain region. We have employees stationed across the region ready to assess and address your technological needs.

- Client
- ☆ Pine Cove Employees/Office locations