

## Transforming Educational IT:

# A Long-Standing Partnership between Sheridan County School District #1 and Pine Cove Consulting

- Pine Cove Consulting has been the preferred
- MSP(managed service provider) for Sheridan County
- School District #1 since 2016.

### The Client

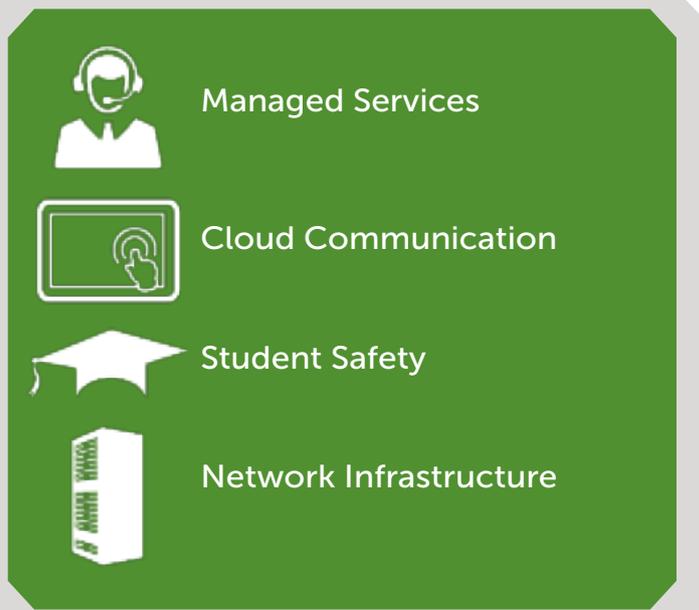
Jeremy Smith, Business Manager, has been with Sheridan #1 for twenty years. He initially ventured into school finance with Park County SD #1 in 1998, where he first encountered Rick Vancleeve, the founder of Pine Cove Consulting. At that time, Pine Cove Consulting was a two-person operation. However, this partnership has remained steadfast throughout Jeremy's career, accompanying him to his current position. In search of a reliable, comprehensive service provider, Jeremy turned to Pine Cove Consulting, a company he trusts wholeheartedly.

**"It's about bridging the skills gap. That's how I perceive Pine Cove. A small in-house IT department simply can't possess expertise in every area. With Pine Cove, we gain access to a diverse range of skills and extensive experience. Having a reliable support system is crucial, and having a team of experts to rely on truly makes a significant difference."**

**- Jeremy Smith, Sheridan CSD #1**

### The Story

Facing significant transitions in the IT department, Jeremy Smith found himself uncertain about the best course of action. Remembering his past collaboration with Rick Vancleeve, the founder of PCC (Pine Cove Consulting), he decided to reach out to him for advice. During their phone call, Jeremy engaged in an open conversation with Pine Cove, explaining the current situation at Sheridan CSD#1. Recognizing the urgency and importance of the matter, Pine Cove Consulting swiftly stepped in to provide a complete suite of managed services.



- Managed Services
- Cloud Communication
- Student Safety
- Network Infrastructure



Jeremy Smith,  
Business Manager  
Sheridan CSD #1

**"Relationships are crucial, and they play a pivotal role in the success of any business. Building strong relationships is a key factor in how we conduct our operations and achieve success. When I need assistance, I don't contact a company; I reach out to individuals I trust. I call the people at Pine Cove who consistently deliver outstanding service. That level of reliability is truly awesome."**

### Q&A with Jeremy

**Q:** Did you try other solutions before selecting PCC?

**A:** Yes, we did. We tried a local tech company that had just started and mainly served hospitals. Unfortunately, they didn't grasp the unique needs of school districts, our routines, and operations. We questioned ourselves, realizing that we shouldn't settle for less. So, we decided to work with the best Educational MSP and gave Pine Cove a call.

**Q:** How would your school's technology be different without partnering with Pine Cove?

**A:** Without Pine Cove's partnership, I would worry that a different company wouldn't fully understand the education sector. Our industry has distinct requirements compared to regular businesses. If a technology provider doesn't comprehend our specific needs, they might struggle to manage our technology appropriately.

**Q:** What surprised you about PCC?

**A:** I didn't encounter many surprises with Pine Cove Consulting. I had trust in the people I was working

with and knew them well. I always had confidence that PCC would be able to meet our needs. Perhaps what consistently surprises me is the level of attention and understanding I receive from the PCC team whenever I reach out to them with questions, issues, or requirements.

**Q:** What about Pine Cove stands out?

**A:** One remarkable aspect of Pine Cove is their ability to stay up-to-date with technology, even after all these years. They possess a deep understanding of the technology landscape, including its pitfalls, risks, and opportunities. PCC has built a robust infrastructure that fosters strong communication between our school district and their team, helping us plan for the future effectively.

**Q:** What would you tell someone considering working with Pine Cove?

**A:** I would strongly advise them to give Pine Cove Consulting a chance. They won't have any regrets. The truth is, PCC makes things work seamlessly. They consistently deliver reliable performance. So, if you desire a hassle-free experience without downtime and technical problems, these are the experts to hire. If you prefer to deal with disruptions and other issues, then perhaps it's best to consider someone else.

**Q:** How do you work with your end users to provide the best technical solutions?

**A:** We have a tech committee that includes a teacher representative from each building. Involving end users, such as teachers, in our technical decisions is vital because they are the ones who utilize the technology on a daily basis. We address questions like whether every student needs a Chromebook or if an iPad would be more suitable, ensuring their input is considered for the best possible solutions.

# pinecove

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

- Assess Current Technology
- Identify Improvements
- Review Technology Possibilities
- Implement Personalized Solution

## Technical Background

- 32,195 Cyber-Attacks Stopped Daily
- 25,017 Users Currently Supported
- 3,880 WAPs Installed
- 2,008 Server Installs/Configs
- 62 Technical Certifications
- 30 Years of Experience



### Contact

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

## Our Solutions

- Manged Services / IT Help Desk
- Physical Security
- Network Infrastructure
- Cybersecurity
- Student Safety
- Technology Planning, Budgeting, & Financing
- Cloud Communication

## 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.

