

Manlius Pebble Hill School

Syracuse, NY

SUCCESS STORY:

Infrastructure

“After working with TAG we were brought into the 21st century and now have a stable network that we can rely on”

Adam Sayre

IT Director
Manlius Pebble Hill
School

Background: Manlius Pebble Hill School is a private school in New York's capital region. They serve all ages, from pre-K through high school. They have a strong focus on academics as well as the arts and offer a wide array of opportunities for their students to grow and learn. Their motto is, "to inspire our students to think critically, act responsibly, and discover a passion for lifelong learning."

The Challenge: Manlius Pebble Hill School was unhappy with their current IT provider. They were routinely having network outages and other issues that directly affected their students and faculty, and when they reached out for help resolving these problems, they often found it difficult to get a response. They were looking for a partner who had a more strategic approach to IT and could help them plan and future-proof their network.

The Solution: TAG Solutions was hired by Manlius Pebble Hill School in 2018, and immediately got to work. We migrated them from their Exchange server to Office 365 which is significantly more reliable. We also updated their network to use Meraki switches, which has led to the elimination of network downtime, which was something they had previously experienced once a month. Additionally, we found a latency issue in their environment and closed that loop. Our vCIO also sat down with them to gain a greater understanding of their technological needs and goals were. With this information, he was able to provide them with a road map that outlined exactly how they could achieve their goals 1/3/5 years down the line.

The Results: Manlius Pebble Hill School has been able to ensure that every student has a laptop due to the new wireless network. Since many competing schools were using laptops in the classroom already, this enabled them to keep up with the competition. In addition, TAG Solutions provided them with a network that is easy to use and has eliminated downtime. They are now able to focus on the success of their students with the confidence that their network is up to date and reliable.