

# VOIP & IT Services for Education Company

## PROJECT DETAILS

 IT Managed Services, Cybersecurity, IT Strategy Consulting



 Confidential



*"They're very knowledgeable and have specific solutions for specific environments."*

## PROJECT SUMMARY

Rivell provides VOIP and IT services for an education company. The team has upgraded the client's firewalls, installed their cameras, optimized their cybersecurity, and provided IT purchase recommendations.

## PROJECT FEEDBACK

Thanks to Rivell, the client has noticed a huge improvement in their network infrastructure. The team works quickly and fixes misconfigurations in the client's system. They maintain great professionalism throughout the process and always meet the client's schedule. Overall, they exceed expectations.



## The Client


Please describe your company and position.


We are a K-6 Public school district in New Jersey.

## The Challenge

What specific goals or objectives did you hire Rivell to accomplish?

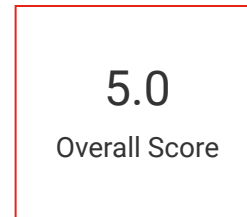
- VOIP Services
- Camera Installation
- Cyber Security Improvement & Action Plans

 Network Specialist,  
Education Company

 Education

 Franklinville, New Jersey

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





## The Approach

How did you find Rivell?

Referral

Why did you select Rivell over others?

- High ratings
- Close to my geographic location
- Pricing fit our budget
- Good value for cost
- Referred to me

How many teammates from Rivell were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Upgrade existing firewalls to optimize our cyber security infrastructure, as well as recommendations for future purchases. VOIP System was a major improvement from our previous system, and we could not be happier. Switching infrastructure was upgraded to support additional devices that have been used in the district. Recommended camera replacements which had better views of our whole campus.



## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

We noticed a huge improvement with our network infrastructure and Rivell found many misconfigurations that were against best practice. Rivell was able to work with us to correct these problems. They also worked quickly installing our new cameras which satisfied our district security requirements. The project was carried out with professionalism and exceeded our expectations. They follow-up on projects and are dedicated to making customers satisfied.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

They worked with our schedule and completed the project quicker than the projected timeline.

What was your primary form of communication with Rivell?

In-Person Meeting

What did you find most impressive or unique about this company?

They're very knowledgeable and have specific solutions for specific environments

Are there any areas for improvement or something Rivell could have done differently?

None.

