

Network Operations Solution



Highlands Ranch Community Association



HIGHLANDS RANCH COMMUNITY ASSOCIATION

Location: Highlands Ranch, CO

Classification: Non-Profit

Revenue: (Private)

Website: <http://www.hrcaonline.org>

The HRCA is the home owners association for Highlands Ranch and, therefore, is an organization responsible to its members. Learn about the four state-of-the art recreation centers and the Backcountry Wilderness Area that the HRCA manages. Understand the governance of the organization, read the Board of Directors' Vision and Strategic Objectives for "The Ranch," and view a calendar of public meetings. Find financials, a forms directory, and staff directory. This depository of general information provides details on how the organization works.

Challenge

- "Operations requires 24x7 coverage to meet HRCA's customer expectations
- "Updates and changes are required to occur after hours, between 10pm and 5am MST so there is no impact to facility operations
- "Network capacity needs are constantly increasing to meet customer demands

Solution

- "Provide network and systems management tools and processes to deliver standardized services for ongoing technology management
- "Implementation of network architecture and server standards to increase reliability and decrease ongoing expenditures
- "Deliver monthly reporting that provides management with detailed metrics to enable future capacity planning and budgeting

Services

- "24x7 Network Operations and ServiceDesk for 5 locations and 500 users
- "Management and Monitoring of 100 network and server devices
- "Ongoing maintenance and updates to OS, equipment and applications

Benefit

- "Improved reliability of applications needed for business operations
- "Forecasting of future IT expenditures based on business metrics and requirements
- "Predictable delivery model that reduces risk of staffing turnover