

Peninsula Humane Society Fetches IT Solutions That Work

Peninsula Humane Society partnered with vCom Solutions to streamline their IT infrastructure, enhancing operational efficiency and enabling smoother site expansions.



BACKGROUND

Peninsula Humane Society is a private, non-profit charitable organization dedicated to animal welfare. They provide shelter, adoption services, and educational programs to promote animal care and responsible pet ownership in the Bay Area.

“vCom is a toolbox, not just a tool. You might find out you’ve been using a hammer to remove screws, and vCom will come in and say, ‘Here’s a screwdriver, try this.’”

BOBBY RAWLINS
PENINSULA HUMANE SOCIETY
SENIOR INFORMATION AND
SECURITY SYSTEMS MANAGER

CHALLENGES

Peninsula Humane Society (PHS) faced significant challenges in managing their growing IT infrastructure across multiple locations. As the organization expanded, their network became more complex, requiring a centralized management system. Prior to working with vCom, PHS’s IT team struggled with inefficient manual processes that required in-person visits or being on-site to access systems remotely.

In addition, the need to coordinate between different systems and devices that didn’t communicate with each other added complexity to their operations. This resulted in an immense amount of time spent troubleshooting and resolving network issues. Bobby Rawlins II, the Senior Information and Security Systems Manager, found it especially difficult to juggle these tasks while leading the charge for site expansions. As a result, the IT team was stretched thin, and the lack of streamlined tools meant that a lot of time was spent in reactive mode instead of being proactive.



IT Under Management

- 13 circuits

Challenges

- Time-consuming manual network management
- Tools and systems that didn't communicate with each other
- Limited resources to manage site expansions and daily IT tasks

Impact

- Centralized management for assets and invoices
- Real-time, remote network monitoring, enabling proactive management and quick issue resolution
- Simplified accounts payable process, streamlining bill payments and reducing administrative workload

SOLUTION

vCom Solutions helped PHS by providing a centralized management system that streamlined their network operations and improved visibility across all locations. When it came to site expansion, vCom was able to manage 95% of PHS's environment, including SD-WAN, firewalls, switches, and access points, all from a single pane of glass. This integration allowed PHS to avoid the time-consuming in-person checks and instead remotely manage their network, drastically reducing response times and improving efficiency.

vCom also worked with PHS to manage their non-standard firewall equipment, which was previously a challenge to integrate with other systems. By leveraging their vendor relationships, vCom ensured that all systems could be monitored and maintained through their centralized platform. This not only simplified the management of their IT infrastructure but also provided PHS with valuable insights into their network that they previously lacked. With better analytics and a proactive management approach, PHS could address issues before they impacted operations, improving their overall IT environment.

RESULTS

The collaboration with vCom Solutions significantly improved PHS's IT operations and streamlined the implementation of SD-WAN, which played a key role in enhancing their network management. vCom sourced 95% of the equipment needed for PHS's site expansions, making the process more efficient and reducing the time spent on manual procurement. The centralized management system allowed PHS to easily monitor their entire network in real-time, reducing reactive troubleshooting efforts and improving scalability.

- ✔ Centralized management for assets and invoices
- ✔ Real-time, remote network monitoring
- ✔ Simplified accounts payable process

Additionally, the unified dashboard simplified accounts payable, enabling PHS to manage and pay all bills from one platform. Overall, the partnership enhanced PHS's operational efficiency and freed up resources to focus on more strategic goals.

