

# From Onsite to Remote Work in Just One Week

Responding to COVID-19 stay-at-home requirements with no network service interruption

## The Problem:

Our government client was not set up technically or procedurally for a majority of staff to quickly transition to remote work, and they faced insufficient network capacity to support an influx of end users.

## The Solution:

The IntelliDyne team worked rapidly to overcome both network and physical asset limitations while meeting a strict requirement of no service interruption – all in the span of one full calendar week.



### Network Upgrades

Increased the quantity of available external connections while maintaining zero degradation to the existing network.



### Security Maintenance

Coordinated with centralized agency service groups to maintain security while integrating upgrades with existing systems.



### Device Deployments

Configured and deployed a large quantity of custom client devices, including:

- Development of a compliant image for new systems
- Imaging and testing
- Deployment to end users with instructions for remote work



### Robotic Process Automation

Relied on previously deployed IntelliDyne RPA tools, which allowed the client to:

- Quickly allocate specific hardware to various customer groups
- Create secure device-to-end-user workflows



### Helpdesk Augmentation

Ensured a seamless helpdesk experience for end users through cross-training, staff augmentation, and rotating onsite staff, resulting in successful management of the surge in support requests with no impact to SLAs.