# 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.



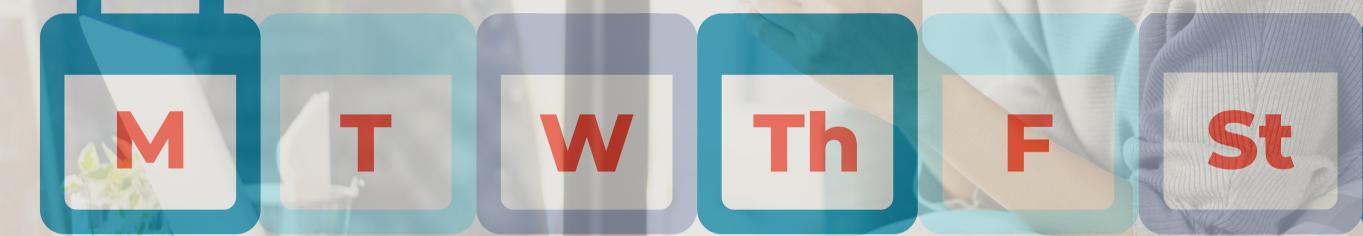
## **Network Upgrades**

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.

