



CUSTOMER CASE STUDY

• CLIENT

State & Local Government
New York State Department
of Agriculture & Markets

• CHALLENGE

Antiquated facilities and
network infrastructure;
Limited IT staff bandwidth

• SOLUTION

State-of-the-Art Cisco
Borderless Network

• RESULTS

Fewer IT support calls,
improved connectivity and a
greatly enhanced user
experience



DYNTEK PREPARES NEW NY AGRICULTURE & MARKETS FOOD LAB FOR STATE-OF-THE-ART FUTURE

Move to new building includes simplified next generation network, new IP phone system

Since 1963 the New York State Department of Agriculture & Market's Food Lab has been on the Harriman Research and Technology Campus in Albany. Until recently the lab was housed in an aging building that wasn't designed to house a high-tech laboratory, which limited capacity and capabilities of the Food Lab.

Like other parts of the building, the 25,000-square foot Agriculture & Markets Food Lab ran on an antiquated network, one that was pieced together in an attempt to upgrade its capacity over the years. Scientists and chemists routinely called IT, complaining about slow connections, no connections and the need for additional and faster Internet access.

One of the biggest challenges the Food Lab faced was trying to do state-of-the-art work, with state of the art instruments, in a 50-year-old building that was not designed as a research laboratory.

Wiring a New Facility

In 2008, the state decided to build a new \$40 million facility just 200 feet from the old lab. The new 70,000 square foot, three-story laboratory would be home not only to the Agriculture & Market's Food Lab, but also the State Metrology Laboratory. It includes state-of-the-art testing instrumentation and biological and chemical containment systems to enhance their food safety and agricultural product testing programs.

Sean Paterek, IT manager at NYS Agriculture & Markets, and Boris Rabovsky, NYS Agriculture & Markets network administrator, were in charge of building the new network for the staff, expanding wireless capabilities, moving to a new IP-based phone system and securing the mission critical system – all while handling their regular day-to-day



operations. With a limited state staff, they knew they would need help with the move and new building.

The agency considered a variety of solutions for the new network, but chose a next generation Cisco Borderless network solution -- they also wanted to continue with existing infrastructure where possible. After a review process, the agency chose DynTek Services, Inc. (DynTek) to help design, plan and implement the network.

As a Cisco Gold Partner with 19 quarters in a row of Cisco customer satisfaction Gold Star rating, DynTek is a leading provider of Cisco's Advanced Technologies,

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including data center, unified communications, wireless and security. From architecture and design to implementation and support, DynTek has a strong reputation within New York State, and nationally, for helping government and commercial clients transform their IT environments. For Paterek and Rabovsky, DynTek was a team they could trust.

"We didn't just want to replicate the network we had," said Rabovsky. "We simplified the network, getting rid of routers and extra hardware. DynTek supervised the network design and offered suggestions on what hardware we could reuse when we could."

DynTek's Cisco technical leads, Eric Hoffman and Chris Hagmann, reviewed the network plan created by Paterek and Rabovsky, and began initial design and configurations in 2011. As the project progressed, DynTek had to make adjustments to the design when the IT team learned that the infrastructure at the main Agriculture & Markets facility was not sufficient to support the upgraded lab network.

DynTek worked with Cisco to secure special pricing to help replace the old Cisco equipment at Agriculture & Markets main facility for the additional core switches, firewalls and routers needed to handle the next generation network for the new food lab building. Once the existing infrastructure was upgraded, DynTek's team ordered the new equipment for the Food Lab, which

included switches, routers, firewalls, several APC security and UPS devices as well as wireless networking equipment.

Then the real work – configuration – began. Since every network component comes with hundreds of configurations, getting different products to seamlessly work together takes in-depth knowledge of the full architecture.

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Smooth Network Switch Over; Reduced Support Calls

"The move was fairly uneventful, which was good, and we had a very good relationship with Eric and DynTek," said Paterek, who was honored by the Center for Digital Government and New York State in 2012 as one of the state's outstanding leaders for his innovative use of technology.

Paterek and Rabovsky have seen a marked decrease in the support calls they've received since the Agriculture & Markets Food Lab moved into the building in January 2013 and initial feedback from scientists has been very good.



"What probably speaks the most is the reduction in the calls we've received, which tells me that they are functioning as they should and satisfied with how our department is working," said Paterek. "Receiving significantly fewer calls regarding a lack of connectivity really takes a lot of pressure off us, and we're really appreciative of that."

"With a proper network administered, the lab is no longer sharing lines that come into the building and we don't have to put out as many fires," added Rabovsky.

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