



PROJECT SPOTLIGHT

Professional Services: Lutheran Social Services of SD

- INTERVIEWEE**
Keith Graber
- COMPANY LOCATION**
Sioux Falls, SD
- ROLE AT LUTHERAN SOCIAL SERVICES OF SD.**
Director of IT
- PROJECT NAME**
Data Center Move... When? NOW!

Q: Tell us about LSS's relationship with HPN.

A: LSS has been working with HPN since HPN came to Sioux Falls and with most of the Sioux Falls staff since 2006. HPN has become one of the first starting places for just about any IT related project.

Q: Describe the project your company implemented with High Point Networks.

A: We engaged HPN to help move our data center from one

building to another... with two days notice! Because of possible flooding threatening the building where the data center was located, it was decided on a Wednesday to move the data center on the following Friday.

Q: What challenge(s) did the solution that was implemented solve for LSS?

A: By HPN helping us move our data center from the current building where there was flooding, we were able

to avoid multi-day, statewide (LSS provides services and has locations across the state of SD) downtime. Instead, HPN had us fully moved and back up and running in less than 13 hours!

Q: How did having a project manager specifically assigned to your company help streamline your project?

A: Tiffany Clanton helped plan the logistics of the move, verifying items and steps

to be done, and then was able to organize some of the resources needed to make the move as streamlined as possible.

Q: What is an example of how High Point Networks has gone "the extra mile" to serve you during this project?

A: Due to the time frame that was required, High Point was able to rearrange tasks that engineers had pending to accommodate our move and find staff to "be there" to help in any way needed. Everyone went above and beyond to make this move happen. Thanks to Tiffany Clanton for gathering the troops, Kevin Kittams for masterminding "Pig Tails" (among other things), and Shawn Mendel and the others for their thoughts, suggestions, and muscle work. There are many reasons to work with HPN, and this is another sterling example that when help is needed, HPN can be counted on to be there!

Q: What have been the greatest benefits of working with HPN as your trusted IT partner?

A: Confidence that HPN wants the best for LSS. Confidence that LSS can reach out and HPN will provide a workable solution that assists with our mission to care for, support and strengthen individuals, families and communities in South Dakota.

TEAM
Q&A
WITH
SCOTT SCHNEIDER

- ROLE AT HPN**
Network/Unified Comm. Solutions Architect
- OFFICE LOCATION**
West Fargo, ND
- YEARS OF INDUSTRY EXPERIENCE**
38 Years
- HOMETOWN**
Hinkley, MN



SCHNEIDER INSPIRATION -----
"Do unto others as you would have them do unto you. Do all you can, with all you have, wherever you are."

Q: What is your favorite part about working for High Point Networks?

A: Quite simply, the people and the culture. Knowing you are with a company that truly puts the customer first.

Q: What is your favorite part about working within the UC and infrastructure pillars at HPN?

A: I cross two of our pillars of service, both UC and Networking. The best part of the UC pillar is to design a solution that can make life in the technology world easier for the end-user. In the Networking pillar, it's the ability to provide the customer with that network roadway that is both resilient and secure.

Q: What is a technology that you think companies should consider?

A: There are many new and exciting technologies out there to consider but in today's world, I believe that companies need to focus on making sure both data and assets are protected. Security needs to be considered across all pillars and facets of any company. You may have the latest new widget available, but if you are compromised, it's still just a widget and not a solution.

Q: What is something most people do not know about you?

A: My skillset is my profession, and my hobbies are fishing and hunting, both of which I do not do enough of.