



**SHOOTING STAR**  
CASINO · HOTEL · ENTERTAINMENT

# PROJECT SPOTLIGHT

## Managed Services: Shooting Star Casino

- INTERVIEWEE**  
Vickie Thronson
- INTERVIEWEE**  
Keith Frohman
- COMPANY LOCATION**  
Mahnomen, MN
- PROJECT NAME**  
SaaS Protection and Backup

**Q:** Tell us about Shooting Star Casino’s relationship with High Point Networks.

**A:** We have worked with High Point for over 9 years. We rely on them for information about the latest technologies. Since they sell many different products, we have choices in our purchasing decisions.

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

**A:** We implemented a cloud

backup solution for our Office 365 data.

**Q:** What challenge(s) did the solution that was implemented solve for Shooting Star Casino?

**A:** Before the SaaS Protection and Backup we did not have a reliable way to protect our Office 365 data. We were looking at onsite storage options vs. cloud solutions. With the help of our High Point Account Manager we compared costs, ease of

use, and options available.

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

**A:** We had numerous phone conversations with the project manager, so she knew what we were expecting. She was able to answer our questions before implementation. Because of the project and engineering specialists, the install was

easy, and the SaaS solution is working well for us.

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

**A:** We had multiple contacts with the project manager, engineering specialist and even our sales account manager to make sure everything was working as we expected. We had some questions that the project manager could not answer immediately, but she made sure research was done, and we had an answer before we continued the project.

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

**A:** Our Account Manager knows us, and what systems and software we use. He is helpful at pointing us in the right direction when we ask. When we must call the Help Desk, everyone (from the dispatcher to the technicians) are knowledgeable and friendly. They take the time to explain what they are doing and why. I feel like I’ve resolved my issue and learned at the same time.

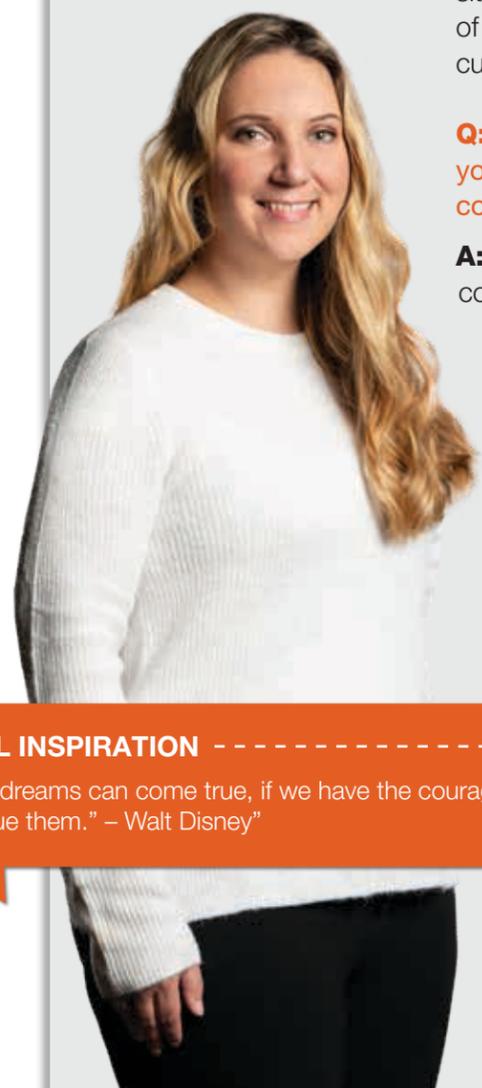
**TEAM**

## Q&A

WITH  
**SERENA HAGEL**

---

- ROLE AT HPN**  
NOC BDR Engineer
- OFFICE LOCATION**  
West Fargo, ND
- YEARS OF INDUSTRY EXPERIENCE**  
7 Years
- HOMETOWN**  
West Fargo, ND



**HAGEL INSPIRATION** -----  
“All our dreams can come true, if we have the courage to pursue them.” – Walt Disney”

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

**A:** High Point Networks has a great culture. I love all the internal events, potlucks, and contests we have. However, the best part of High Point is the people. We truly are one big team. No one is too big or too important to help out when needed.

**Q:** What do you love about serving our customers?

**A:** I love being able to step in at a time of crisis, big or small, and ease some of the stress of the situation. A successful recovery of something important to our customers is always rewarding.

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

**A:** Backups! There are so many companies out there that push backups to the wayside, thinking of it more as a “nice to have”. Unfortunately, we read headlines every day about ransomware attacks and their potentially devastating consequences. Today, backups of your environment are crucial.

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

**A:** I really enjoy playing video games. In my free time I write reviews for a gaming website!