

# ICF Case Study

## Red River Managed Services Brings Updated Network Services to Global Company



### CHALLENGE

ICF International is a global consulting services company with more than 80 offices around the world, with three data centers located in England, Louisiana and Virginia. ICF turned to Red River Managed Services to update their network, data center and voice infrastructure solutions.

ICF's former managed services provider did not have the depth of monitoring, reporting and asset management ICF required for an enterprise of their size. They were disappointed in their current tools, as well as response and resolution times for incidents, resulting in recurring service outages and downtimes. ICF also experienced issues with consistently hitting SLAs and responding to critical incidents in a timely manner. Having a structured, documented methodology around IT service deliveries concerning the operation and management of their global network was also a challenge.



### SOLUTION

To help alleviate the issues ICF had been experiencing, Red River provided a customized staffing plan consisting of dedicated resources as well as 24/7/365 monitoring and management of ICF's network, data center and voice infrastructure. Red River established custom SLAs, including first response within 15 minutes and resolution within four hours for all critical incidents. Finally, Red River implemented enterprise-level monitoring, ticketing, remote access and reporting tools. It's now Red River Managed Service's responsibility to ensure the ICF network is always up and running, and the proper tools are deployed.



### RESULTS

ICF is impressed with the robust toolset, monitoring and visibility Red River has brought to their environment. They are experiencing far less challenges with their providers and considerably less provider outages because of the monitoring tools Red River implemented.

ICF has better visibility into their environment and a collaborative relationship with a local partner. ICF plans to continue to grow and develop their IT department as their business grows, with Red River acting as a third party objective advisor to assist with ICF's growth.