# Aeronautics School Flies in the Cloud with Huge Boost from TeamLogic IT

*In aviation, airplanes have got to fly. If an airplane sits on the ground it is costing the owner money.*

The director of operations at an aeronautics flight school knew this all too well. He said, "We launch a flight every five minutes, so it is critical that flight personnel have real-time access to all the logistical and flight data necessary to launch."

### A Crumbling IT Infrastructure

At one time the school had a part-time IT person who handled all of the IT infrastructure needs from the late 1990's to January 2015.The infrastructure he built was all on-premises and worked fine in the early 2000s.

The school was running its own server farm with a dozen servers on site which interacted with about 80 desktop computers throughout the two companies. The desktops were old and were running numerous operating environments that had not been vendor-supported for years. Only the IT person knew how it worked and when he left the organization the IT infrastructure began to deteriorate.

The director of operations shared, "That was the turning point for us. After his departure, we were hopeful that we could hire a replacement who could figure out what the infrastructure was and how it was configured. We wanted someone to maintain the existing infrastructure and start moving toward getting us more modernized."

Over a six-month period the school went through four IT people. They didn't hit the mark and were unable to fully understand the infrastructure the school had. "And so, with the system continuing to struggle with numerous failures, we decided that we would reach out to a couple of companies that could offer us a new IT solution."

### Taking It to the Cloud

The director reached out to three companies that were local to the area and specialized in IT infrastructure solutions. Two of them proposed to rebuild the existing server farm and upgrade all of the desktop computers at a cost of $300,000 to $350,000, a prohibitive number for the school. The third company was TeamLogic IT who proposed a cloud-based solution with a thin client at each workstation. The TeamLogic IT price was much more acceptable as it included a low onboarding fee along with a manageable monthly service fee.

"The substantially lower up-front cost was the driving factor in our decision to go with TeamLogic IT."

The school employees make use of a variety of systems. The software programs they use didn't change. The only thing that changed was taking the systems from a locally hosted server environment to a cloud-based environment.

The main systems that employees use are TotalFBO which is an accounting and logistics management software, Microsoft Exchange email, the Microsoft Office suite of products: Word, Excel and PowerPoint, and interacting with a proprietary SaaS-based syllabus-tracking software run by a third party.

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"We did have a couple of issues that needed to be overcome. One was in replacing the desktops with thin clients. The thin client we liked the most was a Dell Wyse 3020 platform, but once we got them, we found that getting all of our different printers to work in a cloud environment with the thin clients was a daunting challenge. The TeamLogic IT people truly went above and beyond my expectations by working around-the-clock to make each printer operational."

Another issue was to integrate TotalFBO into the cloud environment. It's a complex program and TeamLogic IT learned that no one had ever hosted it in a terminal server environment before.  TeamLogic IT worked with the software vendor to fix a few bugs and work through the vendor's release cycles. The persistence of TeamLogic IT brought it all together.

## Working with TeamLogic IT

"Working with the people at TeamLogic IT was great. My first meeting was with the owner and his lead IT guy who was phenomenal. They walked into our server room and in about five minutes pretty much fully understood everything we had going on.

"When we started with them, there was to be a three month transition period for them to get the new system built. We needed their help in maintaining our existing infrastructure to keep it up and running until we were able to make that transition. TeamLogic IT was extremely capable in helping to manage our existing infrastructure during the transition."

## Increased Productivity

"Reliability, up time, and ease-of-use are so much better from where we were. The new infrastructure is a very capable and stable system. We are very happy with

everything TeamLogic IT has been able to provide. Our new computer infrastructure gives us access to the data that our flight instructors need to perform their jobs. The stability of the system has made it much easier for our employees to do their jobs. Productivity of our people has increased because we have much more reliability and uptime with the system.

"Going to the cloud and contracting with TeamLogic IT, has given me much better availability to IT support than what I had before. I've got real-time IT support when I need it. Even in the off-hours I've got a direct line to the owner of TeamLogic IT, and he picks up when I call which I very much appreciate."

## Recommendation

"TeamLogic IT has been super responsive in making sure that our system is up and as reliable as it can be. Reliability of their cloud-based infrastructure has been very high, and we are very happy with it. Cloud is a way to go for a lot of small- to medium–sized businesses. It maximizes up time and takes away a lot of the IT headaches associated with on-premise solutions. That's what TeamLogic IT did for us."

"I would definitely recommend TeamLogic IT. They understand the importance of keeping systems like ours up and running. They have a true interest in doing what they can to help us. We dove in head first with TeamLogic IT, trusted them and kept our fingers crossed. And we're glad we did."

Move forward with **The Color of Confidence**®.

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