



## CalTech Helps School Districts Update Technology for Improved Education Delivery, Communications, and Security



### Primary Offerings

- Network design, configuration, and support
- Security and firewall monitoring
- Desktop and server management
- Remote-access maintenance and troubleshooting
- Help Desk
- Comprehensive IT service and support
- IT management and planning
- Technology consulting

### Clients

- Blackwell ISD
- Brookesmith ISD
- Grape Creek ISD
- Ozona ISD
- Reagan ISD
- Robert Lee ISD
- Sonora ISD
- Water Valley ISD

### Corporate Office

4152 South Jackson  
San Angelo, TX 76903

### Austin Office

1101 Arrow Point Drive  
Building 3, Suite 350  
Cedar Park, TX 78613

### Dallas Office

2727 LJB Freeway, Suite 800  
Dallas, TX 75234

School districts in Texas use data and voice technology to enhance instruction, manage operations more efficiently, and reduce costs. Their need for advanced communications requires high-speed transmission lines, routers, servers, and the latest computer technology. There are more devices—and end points—to secure than ever, as well as a higher volume of personal data to secure.

But maintaining adequate technical support is a chronic problem. Given security and compliance demands, even the largest districts often do not have the resources necessary to hire the technicians, trainers, and other support personnel they need.

## Familiarity with your industry and the technologies you use

CalTech understands the technology struggles that reside within your school district. Having partnered with numerous school districts to address their challenges, we know the critical role that technology plays in your student instruction, communications, and security. And we've created creative technology solutions to help you maximize your IT dollars across your IT infrastructure.

CalTech offers you a flexible range of services to monitor and manage your network, applications, and services—end to end. From network integration and server implementations to preventive maintenance and emergency trouble shooting and repair, CalTech brings a broad and deep knowledge base. Our professionals are all specially trained and credentialed in mission critical network infrastructures.

And given our engagements with school districts across the state, we have demonstrated expertise using the products and services you have in place. We have worked with the customary applications found on your campuses, including RSCCC, LightSpeed, GradeSpeed, Waterford, Lexia, Altiris, Destiny, and FitnessGram. This allows us to resolve issues quickly, without interrupting the school day for teachers or students.

Ph: 325.223.6100  
Fx: 325.223.6101  
[www.caltech.com](http://www.caltech.com)



CalTech’s solutions link to Texas school districts’ critical initiatives, produce measurable customer results quickly, and are personalized for each client and engagement. The results of CalTech efforts on behalf of school districts are reflected in the following engagements.

Customer Profile	Business Challenge	CalTech Solution	Customer Benefits
<b>Sonora ISD</b>	<ul style="list-style-type: none"> <li>Overcomplicated network with little visibility made troubleshooting difficult</li> </ul>	<ul style="list-style-type: none"> <li>Evaluated advantages offered by new technology and deployed a simplified, right-sized virtualized environment</li> <li>Evaluated and installed Cisco switches to deliver high port density and performance in a flexible platform</li> </ul>	<ul style="list-style-type: none"> <li>Uniform network with more flexibility and more visibility into environment</li> <li>Simplified troubleshooting</li> <li>Reduced maintenance cost</li> <li>Ability to pinpoint source of connectivity issues</li> </ul>
<b>Robert Lee ISD</b>	<ul style="list-style-type: none"> <li>Move to new school requires careful planning for network connectivity and capacity</li> <li>Opportunity to upgrade aging network to better meet current and future needs: increase network capacity and speed, allocate bandwidth for network redundancy and security</li> </ul>	<ul style="list-style-type: none"> <li>Evaluated, estimated, and recommended new technology to stretch budget for most benefit</li> <li>Planned for smooth relocation and major network installation</li> <li>Maintain existing network and provided on-demand access to technical expertise</li> </ul>	<ul style="list-style-type: none"> <li>Minimized risk</li> <li>Eased burden and increased confidence of IT director</li> <li>Potential problems detected before they occurred</li> </ul>
<b>Water Valley ISD</b>	<ul style="list-style-type: none"> <li>Demands on solo IT director’s time</li> </ul>	<ul style="list-style-type: none"> <li>Outsourcing resource for implementing and maintaining technology</li> <li>Training resource - information and experience sharing</li> </ul>	<ul style="list-style-type: none"> <li>Preventive maintenance makes network more reliable</li> <li>Maintenance completed faster than in-house capability</li> <li>Controlled operating costs</li> </ul>
<b>Grape Creek ISD</b>	<ul style="list-style-type: none"> <li>“Keep everything working”</li> </ul>	<ul style="list-style-type: none"> <li>Replaced older Cisco 1900 switches with new Cisco 2960 switches</li> <li>Installed fiber links between school/administration buildings using gigabit connections</li> <li>CalTech HelpDesk resource for PC repair, computer installation/relocation</li> </ul>	<ul style="list-style-type: none"> <li>Increased network reliability and performance</li> <li>Deployment provided more reliable communications and improved safety</li> <li>Eased burden on IT staff</li> </ul>
<b>Blackwell ISD</b>	<ul style="list-style-type: none"> <li>Disparate aging data and voice networks created communications and maintenance challenges</li> <li>Needed consistent, uniform network solution that could be centrally managed and accommodate new applications when required</li> </ul>	<ul style="list-style-type: none"> <li>Recommended/ordered/installed servers, filtering system for Internet, imaging system, new computers</li> </ul>	<ul style="list-style-type: none"> <li>Reliable network design, configuration and support</li> <li>Increased staff productivity</li> </ul>

It can make great sense to seek outside assistance for many of the day-to-day tactical and operational elements of your IT strategy. With careful planning and clear communication, CalTech helps you safeguard your critical IT systems, and better protect the students, parents, and community who depend on their operations.

## What Our Clients Say about CalTech

“I don’t know how we could survive without CalTech. They took on my project (building the IT infrastructure for a new school) as if it was their own. They were absolutely vested in my success, and did a phenomenal job.”

– Tracey McPhaul, Director of Information Technology, Reagan ISD

“CalTech’s current focus is maintaining our aging network. The reliability of our servers is critical to our educational service and administrative operations. At the same time, CalTech is helping me plan for relocation to our new school. With their technical knowledge and expertise backing their technology recommendations, I feel confident that I am spending money in the right places for the most benefit.”

– Sandy Sawyer, Director of Information Technology, Robert Lee ISD

“CalTech helps me secure my network. Their competent staff answers all my questions and handles any problems immediately. But their greatest value to me is helping me stay current on the latest technology so that I can look at different ways to build our IT infrastructure. I can bounce ideas off of them. I can’t know it all, so I call CalTech.”

– James Ditmore, Director of Technology, Water Valley ISD