

TECHNOLOGY TRANSFORMATION DRIVEN BY OUTCOMES

Red River



CASE STUDY

MANAGED SERVICES FOR FEDERALLY FUNDED RESEARCH AND DEVELOPMENT CENTER

CHALLENGE

- Former provider lacked customer experience focus, repeatable processes, and over quality outcomes across the business.

SOLUTION

- Thorough transition planning including knowledge transfer, service rehearsal & testing to ensure 100% operational readiness and 40+ resources identified, cleared, onboarded, trained

RESULT

- Deployed simplified processes, applications & technology to foster innovation and collaboration
- Implemented secure cloud-based contact center in Amazon Connect to facilitate automation and secure self-service



INFRASTRUCTURE SUPPORT FOR GLOBAL CONSULTING COMPANY ICF

CHALLENGE

- ICF had issues with their network, data centers and voice infrastructure, lacked proper monitoring and struggled to meet SLAs.

SOLUTION

- Provided a tailored staffing plan with dedicated resources and 24/7/365 monitoring and management for ICF's infrastructure & established custom SLAs including a 15-minute first response time and four-hour resolution time for critical incidents.

RESULT

- With the implementation of enterprise-level monitoring, ticketing, remote access, and reporting tools, ICF gained better visibility and improved incident response.



HELP DESK & CYBER SUPPORT FOR CITY OF COPPELL

CHALLENGE

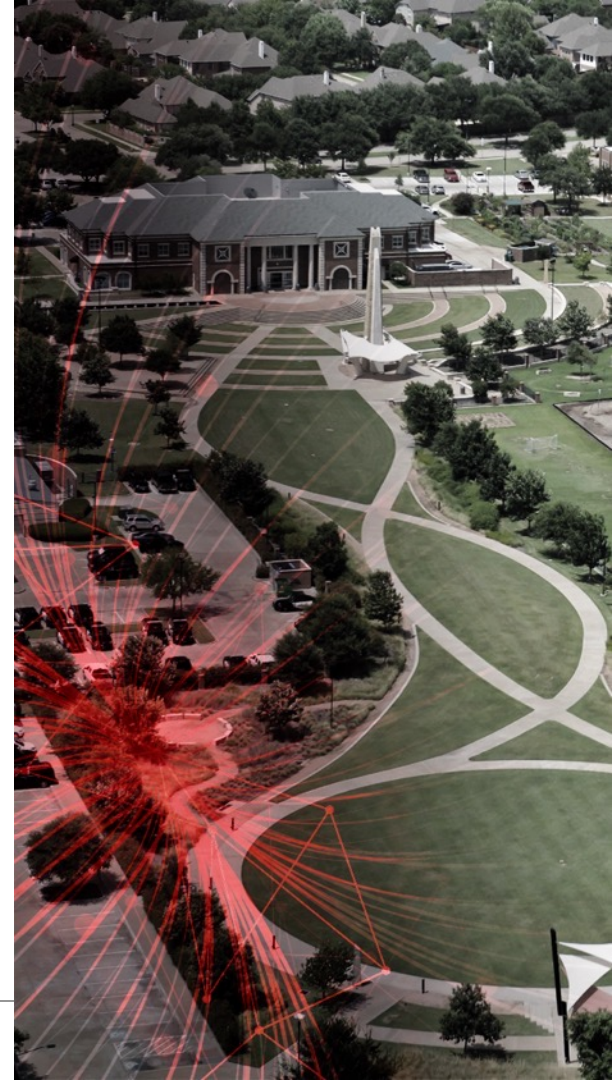
- Company faced resource limitations, a growing network infrastructure and a brute force attack that required immediate expert intervention

SOLUTION

- City outsourced tier one help desk support to help transition technicians from break-fix roles to more strategic architects & Red River provided project management expertise for adding new buildings to network

RESULT

- Established 24/7 cybersecurity support, which enabled prompt resolution to minimize downtime and restore critical business systems – ultimately gained greater efficiency, successful network expansion and minimized critical cyber incident.



CMMC FOR MULTICLOUD WITH KEARNEY & CO.

CHALLENGE

- Company need to meet full CMMC requirements in order to continue serving customers in the federal government

SOLUTION

- Red River quickly built an enclave in AWS GovCloud to manage CUI storage and access, as well as a management enclave to monitor the entire infrastructure environment across AWS and Azure cloud instances to fast-track compliance.

RESULT

- The environment now has a clear delineation when it comes to inherited, shared and customer specific controls. This relieves Kearney of tedious operational obligations, allowing AWS to operate and control many of the security components from the host operating system to effectively achieve compliance.



**TECHNOLOGY DECISIONS
AREN'T BLACK AND WHITE.
THINK RED.**

Red River

