A background image of a network switch with several white Ethernet cables plugged into the ports. The image is overlaid with a blue gradient and a teal vertical bar on the left side.

# Managed Network Infrastructure

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Using ICT Services  
to Strengthen  
Your Business

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**workforce**  
WindsorEssex  
YOUR LOCAL EMPLOYMENT PLANNING COUNCIL

# What is a Network Infrastructure?



Can you take a call, send an email, and upload a document to your server using Wi-Fi, all at once? You have a network infrastructure. Your infrastructure can include hardware (servers, routers, etc.), software (email, customer relationship manager, etc.), and services (IP addresses, wireless protocols, etc.). This technology keeps your business up and running, which is why it is important for it to be properly managed.

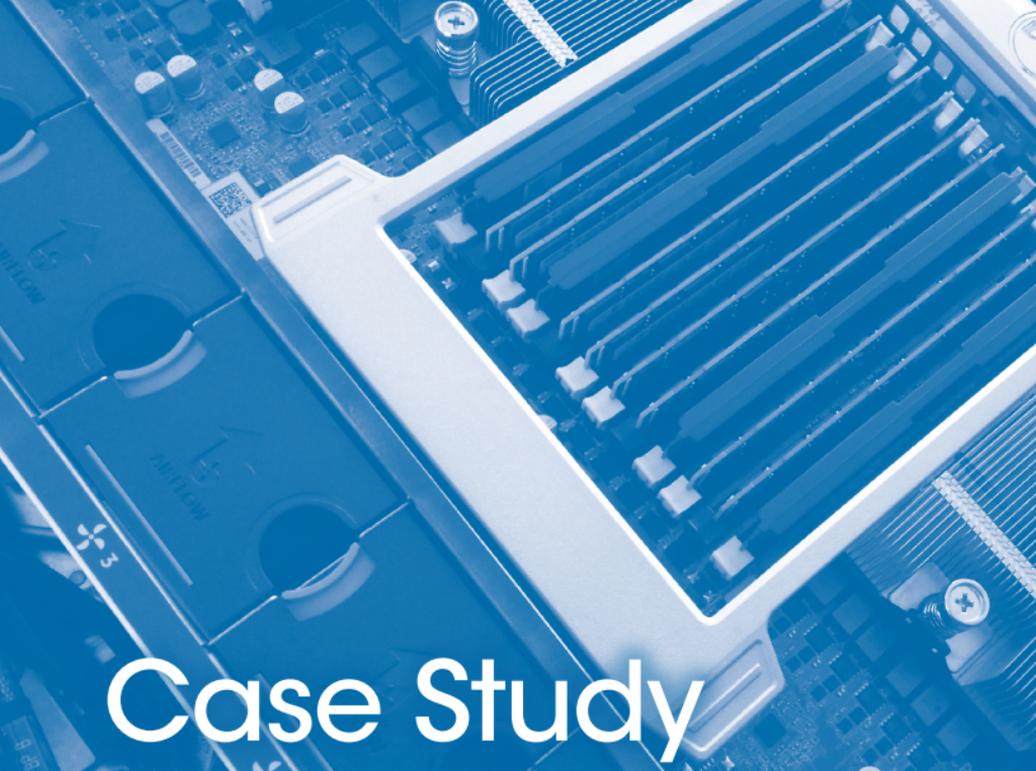
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## What are the benefits of having a Managed Network Infrastructure?

Having a company that implements and oversees your network infrastructure has the following benefits:

- IT costs become more controlled and predictable, with costs associated with upgrading, maintenance, labour, hardware, and training reduced
- Less network downtime and issues as the service provider can provide proactive and preventative ongoing maintenance checks and enhancements
- Increased network security with protection against spam, malware, viruses, and intrusions for the entire voice and data network
- Improved quality and speed of service such as voice quality, call routing, and network availability, allowing for maximized employee performance and productivity

“ A BUSINESS’ NETWORK INFRASTRUCTURE IS **THE BACKBONE** ON WHICH IT OPERATES. ”



# Case Study

OCUBIS, a commercial and residential property company, found its wireless systems in its buildings were not handling an ever-increasing device load. Disconnections and drop outs were common, and the IT team was swamped with unsatisfied users and security concerns. OCUBIS contacted a solution provider to help improve the reliability of their wireless network for tenants.

The solution provider considered the network requirements and building layouts before choosing and implementing several devices to improve the wireless system. These devices were cost-effective, reliable, long range, ideal for multiple devices, secure, able to be remotely managed, and even fit the aesthetic of the buildings.



## THE RESULTS

- *Improved security that prevents unauthorized access to the network and password sharing*
- *Client devices no longer drop out on a regular basis, meaning a lower support load for the onsite IT team*
- *Users no longer complain about slow speeds limiting their ability to work efficiently*

**A STRONG NETWORK  
INFRASTRUCTURE IS  
CRITICAL TO CREATING  
A STABLE BUSINESS  
ENVIRONMENT.**

**Check out the whole case study at:  
[www.workforcewindsorsex.com/ict-services](http://www.workforcewindsorsex.com/ict-services)**



## About the ICT Services Series

Workforce WindsorEssex has worked with local ICT service providers to produce brochures that help businesses explore how ICT solutions can save them time, money, and effort.

Thank you to this issue's contributing partner:



AlphaKor Group is the only full-service technology firm in Southwestern Ontario.

They offer a host of services including:

- Managed services
- Software development
- Hardware and IT support
- Digital marketing
- Data security
- Unified communications

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For more information on ICT services in Windsor-Essex, including past and upcoming issues, visit:

[workforcewindsorsex.com/ict-services](http://workforcewindsorsex.com/ict-services)