GDC Supplemental IT Services
Remote Connectivity Support During an Unprecedented Period of Uncertainty

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🕐 3 Min Read

When 2020 began, the average company may have employed a handful of remote workers and relied on typical on-site and face-to-face activities. School districts were not prepared for a full transition to remote learning. Due to the COVID-19 pandemic outbreak, many companies and schools had to re-tool and transition some or all to work and learn from home for the foreseeable future. It's a scenario that played out across the globe as the number of coronavirus cases swelled and more people committed to the social-distancing practices that health officials stated would help slow the spread of COVID-19.

The Business Need

During this unprecedented period of uncertainty related to the COVID-19 pandemic, GDC recognized that typical on-site and face-to-face operations may be limited or replaced entirely by virtual technologies utilizing screen sharing and video conferencing platforms. For many, the onset of the COVID-19 pandemic, along with the uncertainty presented by the crisis, advanced the need to work and learn remotely to maintain safety protocols. This required an investment in re-tooling infrastructure and processes to allow remote connectivity and the flexibility to ramp up an employee technical help desk beyond the typical workday to support flexible work hours.

GDC saw a 40% increase in clients needing to pivot their workforce remote. In March of 2020, servicing ticket workload nearly doubled. Hardware sales jumped as employers equipped their workers with the necessary tools to work from home. For school districts alone, hardware sales increased 35% as administrators scrambled to equip students with the necessary tools for remote learning.

The Solution

With extensive experience working remotely and supporting the use of virtual technologies, GDC took a proactive approach to provide agile support to all clients from the outset. To make remote work possible, GDC focused on the technologies and services needed for new and existing clients to connect and collaborate.

We prepared our clients for the virtual transition through communications across multiple channels and the deployment of supplemental service desk models to supplement standard business hour and after-hour support via phone, email, chat bot and informative articles. We were fully prepared to adhere to a client organization's guidelines on COVID-19 and support a service transition in-person and virtually as needed.

GDC's main tickets at the start of the pandemic focused setting up remote gateways and VPNs, a necessity to ensure sensitive information remained secure. Additionally, GDC utilized patch tower solutions to open access to shared drives. Wi-Fi connectivity also became a main issue that GDC was able to troubleshoot and repair for clients.

> We are very proud of our teams that were on the frontlines during this unprecedented time. As an organization, we were able to provide key services to transition our clients to remote work and learning.
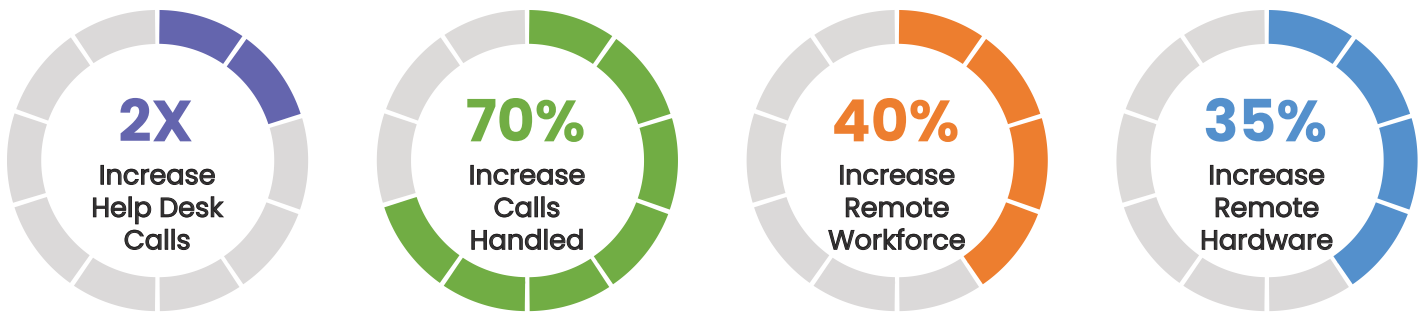>
> **Mike Coons**
> President
> GDC IT Solutions

Success Story:
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A Response to COVID-19: By the Numbers

2X
Increase Help Desk Calls

70%
Increase Calls Handled

40%
Increase Remote Workforce

35%
Increase Remote Hardware

The Results

New and existing clients benefitted from adaptable IT support. The transition to virtual technologies and supplemental after-hours IT service desk models helped employees and students to remain safely at home with their families, while also staying connected to their work.

Although GDC saw a significant increase in submitted tickets from existing clients and consultations with new ones, our expert staff was able to balance the workload efficiently. Our team has gained the trust of our clients to take precautionary measures, enter their homes, and establish a tech set-up that made it possible for them to still complete their work.

School districts found a reliable partner in GDC through our quick and efficient response in providing reliable equipment and services in a timely manner. Students and staff, and administrations benefitted from GDC's ability to help seamlessly transition learning to a remote model. Despite hiccups in the supply chain, the local community could put their confidence in our teams that quickly took action to make the disruption in the shift in learning as smooth as possible.

"All of our clients were understanding and patient with our timeline," said Eric Hockenberry, Managed Services Team Lead at GDC. "They understood the kind of workload we were facing."

The adoption of virtual technologies generated new models of operation in our clients' organizations and districts with an understanding that flexible conditions can empower communities to increase productivity, maximize investments and improve operational efficiencies.