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## Case Study: **Cisco Security and Print Cluster Failover Capability**

**Challenge:**  
*A crisis situation required immediate response*

A VisionIT client hospital system was faced with regulatory issues due to lack of a print cluster failover capability. Addressing this issue required a high degree of technical knowledge and the ability to deal with IT managers and hospital officials already in a crisis mode; especially since the situation was rapidly escalating. Once hospital officials engaged VisionIT, the situation had elevated to a crisis situation.

**Solution:**  
*VisionIT used its Cisco experienced professionals to address the client's crisis*

VisionIT immediately engaged a highly skilled and experienced Cisco Certified Engineer who traveled overnight to reach the hospital site due to the emergency situation. VisionIT was not only able to provide consultation and direction on print cluster failover implementation, network and access security matters were also addressed with IT Managers and other hospital executives— including two off-site hospital locations as well. Hospital officials were immediately impressed with VisionIT's expertise in lowering the status of crises-mode to normal levels of operation. A permanent solution for the hospitals' print cluster failover requirements was implemented and associated security issues were uncovered and addressed.

**Results:**  
*Our client was able to resume service to its customers and avert regulatory fines.*

**Technologies Used:** Cisco software and hardware and Ricoh printer software and hardware

- √ Our client was able to avert a technical crisis and potential loss of business
- √ The hospital system was able to avoid regulatory fines and potential security violations
- √ Our VisionIT professional became a trusted member of the hospital team

**The VisionIT Difference**

Providing a Cisco certified engineer with immediate availability resolved our client's challenges while identifying further areas that needed to be addressed.