

## Personal Solutions Exceptional Service

### How Columbia Falls SD # 6 Need for IT Support Turned into a Long-Lasting Relationship with Pine Cove Consulting

- Pine Cove Consulting has worked with Columbia Falls SD#6 since 2016.
- However, with changes in the district's IT department, Pine Cove now assists with all of the district's IT needs.

#### The Client

Before the IT Director retired, he introduced Pine Cove to SD#6's superintendent, Dave Wick. Unable to fill the IT position, Dave reached out to Pine Cove to assist with managing their IT department. Since then, Dave Wick meets weekly with a Pine Cove Account Executive, Kyle Thompson, and Service Technician, Matt Sharp to discuss needs in the district.

**"The overall mood surrounding tech throughout the district seems to have improved significantly from where we started in February. With the continued support of the administration, tech committee, and on-site techs, I am confident we will continue to see great success and be prepared for whatever the future of educational technology has in store for us." - Matt Sharp**

#### Overview

##### Challenges

Columbia Falls SD#6 faced a serious issue when staff in their IT department retired. The district couldn't find new employees to fill the gaps, which left their IT department vulnerable. Not to mention, their tech director had just left, which left the remaining staff without direction.

Columbia Falls SD#6 needed a solution that combined updated technology with remote support services.

##### Process

Pine Cove had previously worked on small projects with SD#6, so they felt comfortable with expanding their products and services. Pine Cove started with getting the IT processes, such as ticketing and device management, up to date. Pine Cove wanted to make sure that when IT issues arise, the Columbia Falls technical staff had a solid solution to resolve issues quickly and efficiently. Pine Cove then helped resolve lingering issues within the district, like installing licenses that were shoved to the side.

##### Solution

Columbia Falls SD#6 decided to retain Pine Cove Consulting support services. A technician with Pine Cove, Matt Sharp, currently works with the district to help support their IT team. Currently, Matt is helping with the installation of interactive boards in all the classrooms, a much-wanted addition by all the teachers. Pine Cove will also be making significant investments in network infrastructure, including wireless and switching hardware, to ensure the district is ready to expand and keep up with the ever-changing needs of teachers and students.

## The Story

Dave Wick, superintendent of Columbia Falls focuses on transparency. From the start, he focused on what his district needed to keep its technology up to date. Dave Wick works with Pine Cove to resolve day to day technology issues, focus on long-term planning, and remain educated about the technology .



Managed Services



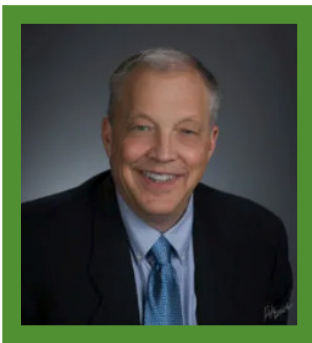
IT Infrastructure



Cloud Communication



Cyber Security



Dave Wick, Superintendent  
Columbia Falls School District #6



## Q&A with Dave

1

Q: How did you hear about Pine Cove?

A: They had previously worked with PCC when they had a full-time director and had experience with Pine Cove.

2

Q: What was your impression of Pine Cove Consulting as they handled your upgrade?

A: Very professional, competent, positive, always looking for solutions. They have a meeting with Kyle every couple of weeks.

3

Q: How did you start this technology overhaul?

A: Fairly rapid transition due to lack of staff. Once it started it was quick involvement in various issues. Day to day, long term planning, technology products.

4

Q: How did you fund this project?

A: Budget from tech department and a technology levy.

5

Q: How do you feel about Pine Cove since starting managed services?

A: Continued positivity and hired another technician. Fine-tune timing.

6

Q: What would you tell someone who is considering working with Pine Cove Consulting?

A: Viable option for schools to use to look for technological solutions. Remote and streamline process – hardware and software



# pinecove

CONSULTING

We are dedicated to providing our clients the very best that technology has to offer. We personalize our services for each individual client by completing a comprehensive assessment.



## Our Process

- Complete IT Assessment
- Design Personalized Solution
- Deploy Product/Service
- Support/Help Desk
- Sustain Solution

## Technical Background

- 30,056 Cyber-Attacks Stopped Daily
- 25,103 Users Currently Supported
- 3,094 WAPs Installed
- 126+ Support Tickets Solved Daily
- 35 Technical Certifications
- 29 Years of Experience



### Contact

- Sales@pinecc.com
- pinecc.com/contact
- www.pinecc.com

## Our Products

- Cybersecurity
- Network Infrastructure
- Communications
- Physical Security
- Student Wellness

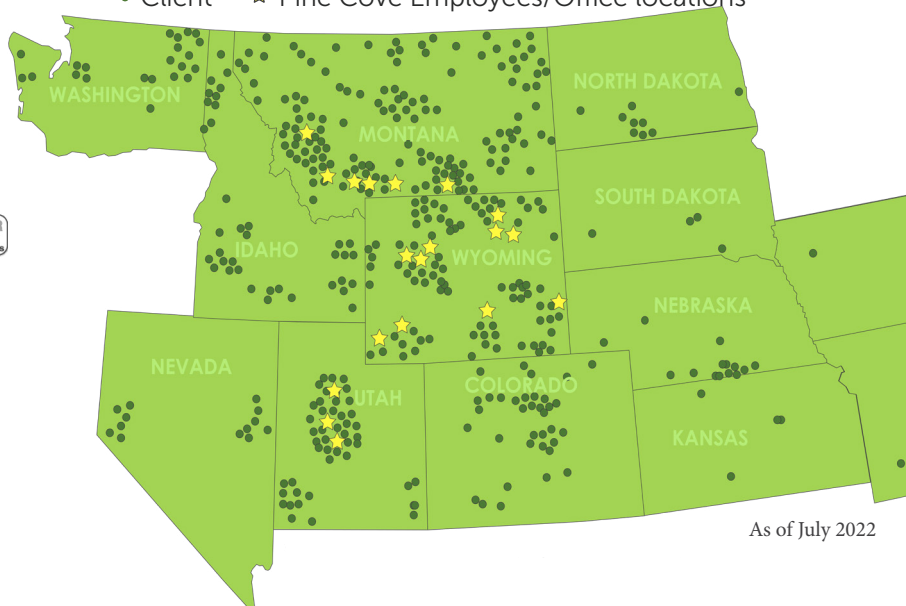
## Our Services

- Budgeting
- Support Services

## Where We Work

We work with businesses, government agencies, and educational institutions across the rocky mountain region. We have employees stationed across the region ready to assess and address your technological needs.

- Client
- ★ Pine Cove Employees/Office locations



As of July 2022