



# **Uplevel Helps the Boys and Girls Club Team Keep Education Online**

By now we've all heard many tales of how organizations digitalized IT operations overnight to survive the pandemic. The Boys and Girls Club of Clifton, New Jersey's story started out somewhat the same:

The team found itself proctoring for hundreds of kids while schools were closed and many parents were working from home unable to attend to them all day. Suddenly 200+ kids were connecting remotely to access resources centralized within the club's 90,000 square foot facility.

"We ran classes and activities all day on Wi-Fi trying to maintain a classroom setting even though kids weren't physically in school," says Chief Operating Officer (COO) Greg Reinholt. "We needed to radically—and quickly—upgrade our Internet connection to handle all the traffic."

Here's where the Club's digital transformation journey encountered an added wrinkle: due to an unforeseen change, the Club's MSP was temporarily unable to provide coverage and needed help from Uplevel Systems. Uplevel, provider of the infrastructure-as-a-service (IaaS) solution upon which the MSP had built the company network, worked with the Club's IT administrator.

"All of a sudden, our speed went down considerably. Uplevel noticed that our Internet was getting hammered and gave us a call," says Reinholt. "Ordinarily Uplevel deals directly with the MSP but when the provider was unavailable, they made an exception to get us back on track."

The Club had subscribed to its previous MSP's highest class of service and configured the Uplevel hardware and cybersecurity features such as Active Directory. Not having had hands-on experience installing or managing the Uplevel devices, the Club's IT expert found it simple to do so.

"Along with resolving the speed issues, the Uplevel team helped us out with efficiencies," says Josh Tauber, Network Administrator at the club. "We had a new phone system, new camera systems, and a whole bunch of different systems and databases that didn't talk to one another."

The Boys & Girls Club continued using its Uplevel switches, firewall, and Wi-Fi access points (APs) while upgrading to fiber optics and switching its Internet service provider. Having achieved its warp-speed

digitalization and network upgrade, the team began evaluating a new MSP to take the network forward. Throughout the process, the team said was pleasantly surprised by the reliability and versatility of the Uplevel solution. "Our former MSP told us issues were being addressed when they weren't, or that they couldn't do anything about it," says Tauber. "We didn't have access to the Uplevel switches, so we never actually knew all the capabilities of the solution, like Active Directory for better security."

Uplevel also offers flexible options for leasing or buying equipment that accommodate the purchasing models of non-profits and companies applying for grants to help fund IT upgrades. But the greatest value-add was the high quality of the unforeseeable Uplevel support.

"The Uplevel support was excellent; we really appreciated the fact that the team was there when we needed them, and when the kids needed us," Reinholt says. "It was an unusual way to meet a vendor and find out how good their offerings are but we would definitely recommend them to any service provider looking for a reliable solution with talented people behind it."





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