CAPITAL SERVICES

PROJECT SPOTLIGHT
Infrastructure: CAPITAL Services

INTERVIEWEE
Kelsi Rentschler

ROLE AT CAPITAL SERVICES
Senior System Administrator

INTERVIEWEE
Andrew Hoffmann

ROLE AT CAPITAL SERVICES
System Administrator III

COMPANY LOCATION
Sioux Falls, SD

PROJECT NAME
Palo Alto

Q: Tell us about CAPITAL's relationship with High Point Networks.

A: If we are looking for recommendations, HPN is our go-to. We also value their expertise in integrations, security, and infrastructure. With HPN's combined experience, we can trust every request we bring to them is met timely, efficiently, and securely; never having to ask twice.

Q: Describe the project your company implemented with High Point Networks.

A: We replaced our internal and external firewalls, implementing a new high availability pair at the edge. We have also utilized High Point Networks for various other projects, such as networking and specialized solutions.

Q: What challenge(s) did the solution that was implemented solve for CAPITAL Services?

A: CAPITAL is always looking to eliminate single points of failure, and by replacing the external firewalls with the HA pairs, we have become more resilient. The solution provides us the hardware performance to turn on all features, such as SSL decryption, no matter where the traffic is in our network.

Q: How did having a project manager specifically assigned to your company help streamline your project?

A: High Point is always there to follow through from the beginning to end to make sure the project is successful.

Q: What is an example of how HPN has gone "the extra mile" to serve you during this project?

A: We had a unique timeline on the firewall project due to the expiring license of the existing hardware. Ryan Fonder was able to work out a deal with the vendor to ensure we were covered for our subscriptions and licensing to guarantee we were able to plan and implement correctly. Ryan also facilitated one day replacements after a mix up during the switch redundancy project, preventing a delay in the implementation.

Q: What have been the greatest benefits of working with HPN as your trusted IT partner?

A: High Point always has resources to help whether the need is vetting potential solutions, or we are unable to solve an issue and need another set of eyes. We trust them to vet solutions efficiently, have our best interests in mind, and take the research load off of our staff. We also value their ability to bring the best-of-breed solutions in front of us to present current technology and understand how they could provide value to our business.

TEAM
Q&A
WITH
CHRIS BACKER

ROLE AT HPN
Network Engineer

OFFICE LOCATION
Sioux Falls, SD

YEARS OF INDUSTRY EXPERIENCE
13+ Years

HOMETOWN
Sioux Falls, SD

Q: What do you love about serving our customers?

A: I enjoy meeting new customers and seeing how different industries utilize technology for their everyday jobs.

Q: What is your favorite part about working for High Point Networks?

A: The culture and my co-workers. It's amazing to see everyone's skillset in action and I always know someone will be there to assist if I need help.

Q: What is your favorite part about working within the infrastructure pillar at HPN?

A: Nothing is the same every day. You encounter unique problems and must come up with ways to troubleshoot those problems.

Q: What is a technology that you think companies should consider?

A: BaaS – Backup as a Service, especially with a small IT staff. This way they can do their everyday jobs and let us handle the backup of their critical data.

Q: What is something most people do not know about you?

A: I like to quote movies and tv and enjoy golfing in the warmer months.

BACKER INSPIRATION
"You must expect great things of yourself before you can do them" - Michael Jordan