



## INSTALLING A NETWORK AND IMPROVING SECURITY

### The Client

**Knox College** has been around since 1844 and is a member institution of the Toronto School of Theology, a federation of seven colleges within the University of Toronto. The College offers the following basic and advanced degree programs: Master of Divinity, Master of Theological Studies, Master of Religious Education, Master of Theology, Doctor of Ministry and Doctor of Theology. Knox also offers Lay Education Programs through the Ewart Centre as well as both continuing education and distance education.

### The Burning Platform

Technology is engrained in today's higher education institutions. Not only does it benefit students, it also simplifies the day-to-day operations of the institution and provides a more effective means of storing and handling data. And, if one of your goals is to expand into online education, then a successful technology system with savvy users is a must-have. It was time for Knox College to move its technology capability forward and become part of a more progressive academic environment.

### The Business Case

Knox College had been struggling for some time with its current technology capability, including stand-alone computers, different software, viruses and malware, user know-how, no capacity for networking, and most concerning of all, no formal system for storage and backup. Lisa Watson, Director of Development for Knox College: "We needed to move towards the way businesses are run today and offer our students more in terms of technology." Knox's Board of Governors gave the go-ahead to move forward.

### Enter Triella

The College approached friends and colleagues for recommendations and were pointed towards Triella and Charles Bennett. Lisa Watson was impressed: "Charles was engaging, calm and competent and knew how to make it work within our budget with maximum functionality. I enjoyed problem solving with him."

*"It was time for Knox College to move its technology capability forward and become part of a modern academic environment. Triella helped us do that and we're now ready for whatever the future brings."*

—Lisa Watson

Director of Development

Knox College

### Exceptional Value

Triella delivered exceptional value:

- A detailed plan for moving forward.
- Installing a network that connected computers internally and externally to the University of Toronto. Ensured the network met UofT's stringent parameters.
- Installing Citrix for remote access and a standard Windows Server.
- Improving security and reliability through on and off-site backup protocols, encryption, a firewall and robust virus, spyware and spam protection.
- Assisting in the purchase and set-up of new computers.
- Providing responsive support for all users at the College.
- Triella is currently under contract to provide day-to-day technology support.

### Exceptional Results

Lisa Watson: "Our efficiency has gone up because we can actually work on a shared drive and our risk has gone down because our data is safe and backed-up. We've all learned a lot about computers and Triella has been incredibly responsive and helpful. Knox College now has a technology platform that is ready for our move into the future of education—the world is at our fingertips."

For more information about Knox College: [www.utoronto.ca/knox/](http://www.utoronto.ca/knox/)

For more information about Triella: [www.triella.com](http://www.triella.com)

Contact Triella at 647.426.1004 or [info@triella.com](mailto:info@triella.com)

### TRIELLA TECHNOLOGY TRANSFORMATIONS:

We facilitate technology transformations that drive and support business success.

We deliver results through consulting, assessments, services and solutions.

CONSULTING



ASSESSMENTS



SERVICES



SOLUTIONS

