

## CASE STUDY

# IT Modernization - A Data-Driven Customer Testimonial by Carl Stebbins

*"New England Tractor Trailer Transportation School needed a solution that would modernize our IT, offer flexibility to system access, and install stronger security"*

**Carl Stebbins, Exec. VP, Dir. Of Operations**

## Executive Summary

This whitepaper details the technology transformation at one of our nation's leading tractor trailer training schools as described by Carl Stebbins, following the migration of Windows server infrastructure to the APC Private Cloud. The transition resulted in measurable improvements in security, operational efficiency, cost management, and student experience, furthering the school as a technology leader in vocational education.

## Introduction

With the demand for skilled commercial drivers rising, CDL training schools must ensure their technology infrastructure is secure, scalable, and reliable. Carl Stebbins, Director of Operations, shares how partnering with APC Integrated to migrate their on-prem Windows server infrastructure to the APC Private Cloud delivered lasting value.

*"APC Integrated has been a game-changer for us. The move to the cloud was seamless, and the benefits have exceeded our expectations. I would recommend APC to any training organization looking to modernize and secure their IT"*

**Carl Stebbins**

## The Challenge

Before migration, the school's IT environment across numerous locations in Massachusetts, Connecticut, and Rhode Island, relied on aging on-premises Windows servers, resulting in:

**Periodic downtime:** periodic loss of productivity due to software permissions, hardware failures, maintenance, and fractured IT practices

**Limited IT resources:** with in-house tech personnel, they become set in conventional methods and systems. We needed systems engineers already skilled in evolving technology to bring our platform up to date with current technology standards

**Security vulnerabilities:** Multiple endpoint incidents per year, including a ransomware attack and attempted remote access breaches lead to a long overdue full-scale security assessment





## The APC Private Cloud Solution

APC Integrated proposed migration to their Private Cloud architecture, offering:

- Dedicated, customizable cloud resources
- 24/7 human support and performance monitoring
- Advanced cybersecurity: AI-driven threat detection reduced incident response time by over 80%
- Elimination of costly servers and data permissions management
- A unified training software platform to all locations –no longer separate upkeep

**Seamless integration:** 100% compatibility with existing Windows-based applications and training system:

- Company shared Office files migrated to M365 SharePoint
- Individual work files migrated to M365
- Standardized practices for sharing material both cross-team and externally

### Increased security posture:

- Total endpoint malware detection with advanced AI threat response
- A security awareness program with simulated phishing campaigns
- Automatic patching of server-side applications –no longer a staffing hardship
- APC Security Response Team readiness to cybersecurity incidents

## Migration Process

The migration strategy was well planned and executed:

**Assessment and Planning:** Taking time to study our existing systems was critical to knowing what cloud-based resources were need and the necessary configuration parameters for our needs.

**Modernization:** Aging on premises virtualized servers were replaced with cloud-based virtual-apps, a more streamlined environment shared across all our locations. All our data went to SharePoint for shared files and OneDrive for individuals, sharing and staying on top of permissions became far easier.

**Cost Savings:** License management, consolidated across al locations, was now done for us automatically, keeping subscriptions tight to active employee counts. It avoids an unknown amount of waste dollars.

**Data Migration:** 100% of critical data transferred securely with seamless cut-over for all facilities in a single event. Instead of lengthy delays or a site-by-site transition, everyone hit the ground running at the same time without impact to operations.

**Testing and Validation:** Achieved 99.99% uptime in post-migration testing

**Asset Management:** No longer were we plagued by challenges with knowing what hardware was available versus what items needed to be purchased. APC handles provisioning for new hires and reserving assets for repurposing.

**Training and Support:** 100% of staff trained within two weeks; all HelpDesk requests fielded and maintained from APC Integrated starting day one





## Significant Benefits Gained

APC had a team to service locations and trained users

### 1. Greatly Reduced Application Management

- Peace of mind as APC handled systems maintenance, updates, and expansion
- Onboarding new staff became streamlined and consistent across all locations
- Seamless backups of all systems and data

### 2. Improved Uptime, Performance, and Security

- Uptime increased to 99.99%: Downtime virtually eliminated
- Performance: Training platforms now support 300+ concurrent users with zero slowdowns.
- AI-driven threat detection: Identified and neutralized threats in under 3 minutes on average
- Improved security incident handling: Instead of individuals left guessing at suspicious activity, the APC Security Team provides incident response
- Student role-based access controls: Alignment with federal Entry-Level Driver Training standards

### 3. Cost Savings and Predictable Budgeting

- IT costs reduced by 38%: Annual spend dropped from \$45,000 to \$27,900
- Eliminated capital expenses: No more \$10,000+ hardware refreshes
- Subscription-based pricing: Predictable monthly costs, no hidden fees, control over IT spend on additional services and projects

### 4. Scalable and Future-Proof

- Scalability: New users and remote classes can be added in minutes.
- Hybrid learning: Enabled remote instruction for 100+ additional students per semester

### 5. Exceptional Support

- IT Personnel: APC's team provides us skilled techs and access to highly skilled engineers with a great deal of experience and certifications
- Support satisfaction: 98% positive feedback from staff
- Response time: Average ticket resolution time dropped from 8 hours to under 1 hour

## Future Outlook

### 1. Disaster Recovery

**Recovery Time Objective:** Without a prior fully-tested business continuity plan, RTO was unknown but APC has implemented a comprehensive strategy to achieve less than 24 hours

**Recovery Point Objective:** This is now less than 8 hours \*

*\* Current efforts will reduce this to less than 2 hours with potential for minutes*

**Incidental file recovery:** Most instances to be addressed by individual users through version history and recycle bin restores even on shared files