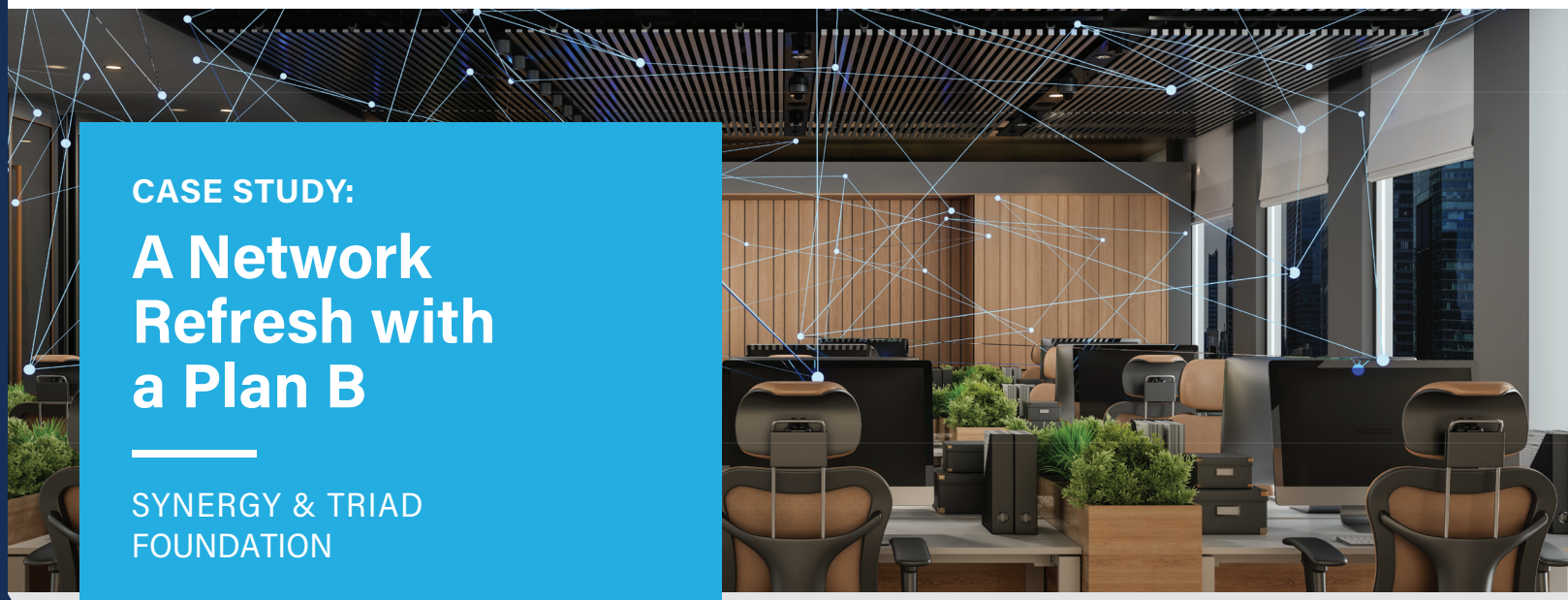


CASE STUDY:

A Network Refresh with a Plan B

SYNERGY & TRIAD FOUNDATION

Overview

When supply-chain delays introduced uncertainty ahead of Triad Foundation's annual audit, Synergy IT Solutions helped turn a high-risk deadline into a manageable project. Through on-site validation, practical adjustments, and comprehensive contingency planning, the team ensured Triad had a viable path forward regardless of equipment delivery timelines.

About Triad Foundation

Triad Foundation is a private, non-operating foundation based in Ithaca, New York. Founded in 2002, it supports organizations and initiatives spanning education, scientific research, human services, environmental research, and public policy.

The Challenge

Triad had gone roughly 12 years without a major on-site infrastructure upgrade, and its network equipment and wireless capabilities showed their age.

With an annual audit approaching, the foundation needed reliable network access for additional personnel and at least eight more wireless devices. The upgrade also needed to accommodate Triad's longer-term technology plans.

But supply-chain delays complicated the project. Several components were now expected after the audit, while remaining equipment was scheduled to arrive just one week beforehand. Synergy believed a functional network could be built with the available components, but further on-site verification was needed.

Triad trusted Synergy's technical expertise but couldn't risk relying on uncertain delivery dates. The foundation needed a validated approach and a dependable backup plan before its audit.

> ***"Whenever we look at a crossroads and it involves any type of technology, we reach out to Synergy."***

The Solution

Synergy responded by reassessing the project's immediate requirements. During an on-site survey, engineer Nate confirmed that the delayed components weren't critical to short-term network functionality. He also identified unnecessary wiring work, allowing the team to refine the original plan.

Beyond validating that approach, Synergy developed a temporary network solution that could be deployed if essential equipment failed to arrive. The contingency included installation, removal, and a timeline for completing the permanent upgrade.

Rather than depending entirely on supply-chain timelines, Triad now had two viable paths to maintaining network operations during its audit.

Managing Risk When the Timeline Tightened

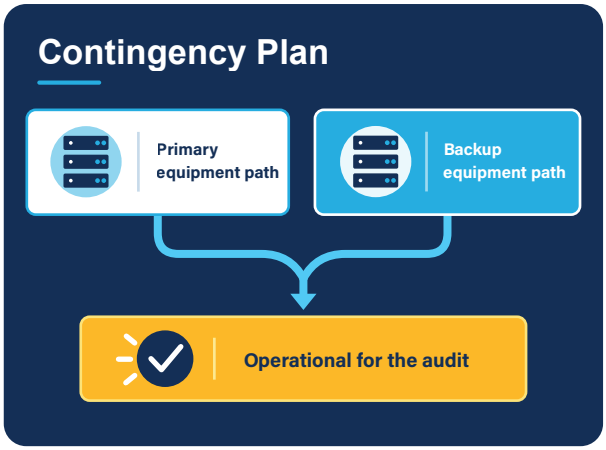
With the audit approaching, Triad's concern wasn't simply whether equipment would arrive, but what would happen if it didn't. Some components were already delayed beyond the audit, and the remaining deliveries left little room for another setback.

Triad asked Synergy for more than reassurance. The foundation wanted a specific, workable alternative that could keep its network operational even if the expected equipment missed its delivery window.

Synergy engineer Nate visited the facility to evaluate the proposed approach against the building's actual conditions. He confirmed that the delayed components weren't essential for the audit and identified planned wiring that was unnecessary, allowing the team to refine the project scope.

With the primary approach validated, Synergy went a step further. The team developed a temporary network solution that could be deployed for the audit and removed afterward, along with a clear timeline for completing the permanent upgrade.

Ultimately, the equipment needed for the audit arrived on time, and the backup wasn't required. But the contingency planning had already accomplished something important: Triad could move forward confidently, knowing its network readiness no longer depended on a single uncertain outcome.



> ***"The backup solution gave me a lot of peace of mind. I never felt as if we were going to be in a situation where it didn't work out."***

The Results

Triad's network supported the additional personnel and devices needed for its audit. Through technical validation, eliminating unnecessary work, and comprehensive contingency planning, Synergy reduced operational risk and provided confidence ahead of a critical deadline.

- **Modernized network infrastructure following roughly 12 years without a major refresh**
- **Expanded wireless connectivity for employees, visitors, and temporary on-site personnel**
- **Added network capacity to support the additional devices needed for the audit**
- **Validated network configuration for audit readiness**
- **Developed a backup plan to mitigate delivery risks**

Looking Beyond the Immediate Project

Triad's relationship with Synergy didn't end with the network refresh. As the foundation considers how its operations might change in the coming years, Synergy continues to help Triad weigh both immediate needs and the longer-term implications of each decision.

Short-Term Solutions. Long-Term Strategy

> ***I feel confident in both the short-term solutions that you guys are providing us and also the long-term strategy that you're advising us on."***

