



## CASE STUDY

After years of inconsistent IT support, Pingree School turned to SecureWon for a reliable, long-term partnership. Referred through a local Listserv, we stepped in to provide expert on-site helpdesk support, strengthen cybersecurity, and implement a robust disaster recovery solution, bringing stability, resilience, and peace of mind to the school.

### Pingree School

Pingree School, located in South Hamilton, Massachusetts, is a college-preparatory day school serving Grades 9 - 12. Its mission is to empower every community member to pursue knowledge with courage and imagination, thrive in joy and challenge, and create a more just and equitable world. With this vital mission, and serving multiple stakeholders, the school couldn't afford to continue cycling through IT providers who failed to deliver consistent, reliable support.

#### Challenges

Bob Ogden, Director of Information Systems at Pingree School, had experienced the frustration that comes with unreliable IT partnerships. Over the course of just 36 months, Bob had worked with two different managed IT service providers, neither of which met his expectations. He was seeking a true partnership with a local, knowledgeable company that understood the unique needs of an independent school.

**“Having a relationship with SecureWon, and allowing them to monitor our servers is really helpful, and it eases my mind. I’ve got an expert behind us to make sure we are up and running pretty much 24/7!”**

**Bob Ogden,**  
**Director of Information Systems**



#### Our Solution

After signing Bob as a new client, SecureWon immediately identified three critical challenges that needed attention and developed targeted solutions for each.

We addressed Pingree's immediate helpdesk needs by providing two expert technicians with extensive independent school experience who worked on-site as integrated team members.





For business continuity, the team designed and implemented a comprehensive 24/7 backup and disaster recovery system through their partnership with Kaseya and Datto.

Finally, SecureWon deployed their Secure SIEM solution with 24/7 SOC monitoring across Pingree's critical infrastructure, bringing the cybersecurity expertise that previous providers had lacked.

## Positive Results

---

By addressing these three key challenges, Pingree School unlocked a range of significant benefits:

**Immediate Support Solutions:** We provided expert on-site helpdesk services with two experienced technicians who required minimal training and integrated seamlessly with existing staff. Rapid deployment allowed Bob the time needed to recruit the perfect full-time resource while ensuring minimal disruption to daily school operations.

**Business Continuity & Security:** A hybrid BCDR system with on-site and cloud backups in bi-coastal data centers now ensures business continuity, ransomware protection, and rapid data recovery regardless of disaster type.

Our 24/7 Security Operations Center also delivers continuous monitoring and threat detection across firewalls, servers, and C-suite endpoints, giving Pingree access to CISO-level expertise without full-time executive costs.

**Strategic Partnership Value:** Beyond technical services, SecureWon provides proactive risk monitoring that identifies previously unknown vulnerabilities, regulatory compliance support for FERPA and COPPA, and trusted hardware and software consulting for ongoing technology planning.

**The partnership has positioned Pingree School well to support its educational mission, with both original technicians remaining closely involved as per our commitment to long-term relationships.**

