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Case Study
Client: Local Healthcare District
Industry: Local Government, Special District

Synopsis
A local healthcare district recognized that their technology environment was dangerously outdated and left them vulnerable to disruption. Internal IT duties were handled by a single staff member with limited technical training, and while basic operations continued, the organization's IT maturity was far below modern standards. When connectivity issues began disrupting public meetings and cybersecurity risks became too severe to ignore, the district engaged Golden Hills IT to modernize their systems, strengthen defenses, and establish a resilient, future-ready IT foundation.

Challenges
Before our engagement, the district faced a critical set of operational and security challenges:
• **Aging Equipment** – The primary office computer was over a decade old, sluggish, and unable to support modern software or security requirements.
• **Meeting Disruptions** – Twice-monthly Zoom meetings regularly suffered disconnections, impacting transparency and public trust.
• **Minimal Cybersecurity** – No meaningful protections against phishing, spam, or malicious intrusion; single shared logins for multiple users; no security baselines in place.
• **Inadequate Infrastructure** – Google Workspace had no advanced filtering, and the local network had no structured security or segmentation.
• **No Data Protection** – No backups, no recovery plan, and no ability to restore operations in the event of compromise.
• **Low IT Literacy** – Staff and leadership lacked awareness of best practices in cyber hygiene, making human error a constant risk.
The result was an organization one unexpected failure away from complete operational shutdown.

Golden Hills IT Solution
Our modernization plan replaced outdated, insecure systems with a secure, efficient, and fully supported IT environment, then extended into ongoing managed IT services to maintain and strengthen those improvements over time.

Licensing & Identity Management
• Deployed Microsoft 365 Business Premium with unique, secured accounts for all staff and board directors.
• Implemented proper account siloing and identity protection measures to ensure each user's data and access were independently controlled.

Hardware & Device Upgrades
• Replaced obsolete equipment with modern workstations for all directors, the general manager, and office staff.
• Added a dedicated, secured workstation exclusively for running Zoom meetings, isolated from the broader network to reduce risk.

Cloud & Collaboration Tools
• Migrated files to SharePoint and configured Microsoft Teams with structured file shares to enable secure collaboration.
• Integrated systems into Intune for device compliance, secure logins, and mobile device management.

Cybersecurity Enhancements
• Configured Microsoft and Google Workspace baselines with advanced spam, phishing, and malware filtering.
• Installed enterprise-grade antivirus, 24/7 persistent threat detection with SOC remediation, and privileged access management (PAM) controls.
• Deployed a layered backup solution with continuous file iteration and a 5-minute failover virtual machine capability for rapid recovery.

Network & Remote Access Security
• Installed a WatchGuard router with a Total Security subscription.
• Implemented secure network access controls and linked the router to a VPN server, requiring all external devices to connect via VPN unless on the local office network.

Ongoing Managed IT Services
• Proactive monitoring and maintenance of all devices and network systems.
• Local networking and on-site installs when needed.
• Regular support for public Zoom meetings to ensure uninterrupted access.
• Strategic technology guidance through our vCISO program.

Results
Today, the healthcare district operates with:
• Robust, layered cybersecurity safeguarding sensitive health and governance data.
• Modern, reliable devices that ensure operational efficiency and meeting continuity.
• Proper account siloing and identity protection that prevent unauthorized access.
• Reliable backups and disaster recovery capabilities that minimize downtime risk.
• Continuous managed IT services to keep systems secure, updated, and optimized without relying on internal staff to troubleshoot.
• An IT partner they can trust for both immediate support and long-term planning.
By transforming a fragile, outdated IT environment into a secure, modernized system and providing the ongoing management to keep it that way, Golden Hills IT has given this healthcare district the confidence to focus on its mission, knowing its technology will always be ready to support it.