

COMPUTER RESOURCES OF AMERICA

# Turning a Business Continuity Plan into Business as Usual Operations

New York City-based Architecture and Interior Design Firm

# Turning a Business Continuity Plan into Business as Usual Operations

## Computer Resources of America Case Study

- Client Background** The client is a New York-based architecture and interior design firm\* specializing in revitalizing historic buildings into contextual, but unmistakably contemporary spaces. The firm employs over 120 people and has done work internationally.
- Summary** Headquartered in downtown NYC, all staff of the firm started to work from home in April 2020. The client's business continuity plan (BCP) took effect.
- Prior to the NYC “shelter-in-place” policy, Computer Resources of America began prepping users for a long term Work From Home program.
  - Because architects needed access to enterprise-call workstations, users needed to be able to access their office workstations because they needed the computing power to run programs such as AutoCAD, Revvit, BlueBeam, and other architectural tools and software.
  - CRA expanded the technology footprint by deploying shared rendering machines to spread workloads across a broader technology base.
- The Challenge** To enable architects and designers to work from home and still satisfy the need for heavy computing power to get work done while securing data and ensuring that the technology underpinning business operations continues to function uninterrupted.
- The Solution** Here are the steps that were taken by CRA to establish functioning business operations from a home environment.
- Get detailed info on what types of home connections would be utilized for work from home (WFH) users. Work with them to resolve issues such as finding locations around the house where WiFi signal was strongest, etc.

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- Expand the way work desktops were utilized by decoupling the idea that PCs were for specific individuals. Instead, pools of high-power PCs could now be shared by teams for specific activities such as rendering, CAD drawing, etc.
- Utilize technology tools such as Microsoft Teams to ensure that there were no gaps in communications. Facilitate team meetings by using a combination of Microsoft Teams and Zoom.
- Provide top-notch IT support as the company adjusted to a 100% Work from Home model.
- Deployed security enhancements and new backup procedures to ensure that a 3-2-1 backup policy was in place to assure data integrity.
- Started cybersecurity training to raise awareness for things such as phishing and spoofing attempts.
- Tailored services by adding supplemental engineers to the client's service pod to ensure that the initial high volume of service calls could be effectively addressed.

## The CRA Difference

Computer Resources of America is dedicated to working with clients to always ensure all IT needs are met to provide the best flow of business operations, whether onsite or remotely. If your organization needs assistance with technology services and solutions, contact us today.

\* For the purposes of confidentiality, we have chosen not to disclose the name of the client. However, if this case study and the services and solutions provided are of interest to your business, please feel free to reach out directly to us and we can provide more information.

