



RAILWAYS



SharePoint and Active Directory Managed Services

Company

SMART—Sonoma–Marin Area Rail Transit

Headquarters

Petaluma, California, USA

Industry

Railways / Public Transportation

Customer Overview

Sonoma-Marine Area Rail Transit (SMART) is the San Francisco Bay Area's newest transportation option for travel, offering passengers with rail service in Sonoma and Marin counties. SMART's initial 43 miles of rail corridor includes 10 stations while they plan to extend it to 70 miles of passenger rail service, connecting SMART passengers with jobs, education centers, retail hubs and housing along the Sonoma-Marine corridor, that also includes a bicycle-pedestrian pathway.

About Netwoven

Netwoven is a Professional Services firm specializing in the Microsoft Cloud. The company works in several areas including Intelligent Communication, Data and AI, ERP and CRM, Cloud Infrastructure, and Cloud Applications to deliver solutions to Large and Medium sized customers.

Business Situation and Challenges

As a transportation company, SMART required a reliable, responsive and updated infrastructure to provide optimal services to public commuters. Their internal collaboration and infrastructure required constant monitoring and upkeeping so that their employees could focus on their main business – **'Transportation'**.

Netwoven has been a long-standing partner to SMART for almost a decade and stood all along their transitions from their Native On-premise Infrastructure to Hybrid Public Cloud Infrastructure. We have been successful in making key implementations and help achieve higher ROI for their Infrastructure costs in the following areas.

- Daily monitoring and weekly reporting
- Reducing downtime
- Issue assessment and resolution of SharePoint and multiple Active Directory servers
- On-demand or proactive upgrade of SharePoint platform
- Monthly patching of SharePoint farm Servers and multiple Active Directory servers patching
- Implementation of on-demand or proactive new technologies with features consultation and deployments



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Netwoven has proven to be an outstanding partner in envisioning and implementing creative solutions for our Agency. They consistently deliver projects on time and on budget making planning much simpler. Netwoven's reliability and expertise on multiple levels has enriched our relatively small IT staff's ability to maintain a productive environment.

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Dan Hurlbutt

IT Manager,
Sonoma Marin Area Rail Transit

Business Needs

- Budget constraint for accommodating discrete professionals with varied expertise for end-to-end SharePoint Support
- Finding and placing multiskilled professionals for end-to-end SharePoint support
- Day-to-day user support on issues and enhancement requirements

Solutions

- End-to-end SharePoint infrastructure, multiple Active Directory servers and user support
- On-premise and cloud (Office 365) compatible
- Unlimited user support
- SharePoint platform monitoring, reporting, and proactive maintenance
- No overhead of building in house SharePoint expertise and operate at a lower cost
- Access to the full range of SharePoint skills and expertise
- Increase user adoption of your SharePoint platform

Results

- New improved monitoring and insights
- More automation to bring accuracy and responsiveness of service
- Better visibility of infrastructure, uptime and root cause detection
- Enhanced reporting dashboard to include upgraded features and functionality
- Better accountability and peace of mind for SMART IT