CASE STUDY Managed SharePoint | SHAREPOINT SERVER 2013 | HIGHER EDUCATION

Stable, secure SharePoint operations for a 50,000+ student college.

A large community college ran its intranet and extranet on on-premises SharePoint 2013, with loose governance, uneven patching and unpredictable performance. Krish now provides **managed services**: proper controls, regular patching, **24/7 monitoring** and tuning for speed and reliability.

CLIENT: THE BIGGEST AND OLDEST COMMUNITY COLLEGE IN OHIO

STUDENTS
50,000+
Students served every year across Greater Cleveland

MONITORING
24/7
Performance monitoring across the SharePoint estate

PORTALS MANAGED
2
The college intranet and extranet, both on SharePoint 2013

CLIENT BACKGROUND

The client is the **biggest and oldest community college in Ohio**, with campuses across Greater Cleveland. It focuses on academic education, workforce development and digital learning.

SharePoint is central to its administrative operations and academic communication, so the platform has to stay fast, patched and secure.

BEFORE
Loosely run SharePoint 2013
Uneven patching, slow response to log problems

→

AFTER
Managed, monitored SharePoint
Patched, governed and watched 24/7

THE CHALLENGE

Dispersed maintenance
Without central tools, responses to system events and log problems were slow.

Backlog of log errors
Unresolved event, ULS, IIS and server log errors hurt performance, uptime and security.

Exposure from outdated systems
Infrequent updates left the infrastructure open to security risks.

Operational bottlenecks
Governance and performance monitoring had not kept pace with system growth.

WHAT WE DELIVERED

01 **Full-spectrum SharePoint support** — 24/7
Through constant monitoring, Krish manages logs, faults, performance and patching.

02 **Log review and resolution** — ULS · IIS
Event, ULS, IIS and server logs are reviewed and resolved, backed by custom monitoring scripts.

03 **Security hardening** — PATCHING
Routine architecture reviews and security update deployment protect critical data.

04 **Governance model** — GOVERNANCE
Clear roles, workflows and security policies, with standard site usage rules and admin roles.

05 **Growth and architecture guidance** — ARCHITECTURE
Systematic direction for scaling the infrastructure with consistent results.

06 **Project Server deployment** — PROJECT SERVER
Microsoft Project Server deployed to support program management.

RESULTS

Stable digital operations
Proper monitoring reduced downtime.

Security-first management
Proactive patching and system audits guard against emerging threats.

Stronger control
Proactive governance reduced security and operational risk.

Lower long-term IT costs
Platform life extended without major new infrastructure investment.

Ongoing scope. Log review, growth monitoring, architecture and governance guidance, security patches and Project Server deployment.

TECHNOLOGIES USED

- SharePoint Server 2013
- SQL Server
- Microsoft Project Server
- Visual Studio
- Visio
- Custom monitoring scripts

FINAL PERSPECTIVE

Krish gave the college **steady, secure SharePoint operations**. Proper controls, regular patching and 24/7 monitoring reduced downtime and risk, and extended the life of the platform without major new infrastructure investment.

Need a steady hand on SharePoint?

Talk to a Krish SharePoint engineer.

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Read this case study online: krishservicesgroup.com/case-study/managed-sharepoint-migration-for-community-college/