

# LIA Center rely on Lean IT Support to Serve Community Leaders

## About Life in Abundance International

Life in Abundance is an established non-profit development organization. LIA's training centers serve to train churches, organizations and community leaders around the world with LIA's community development model and how to implement it in their own communities. This is a model that has been implemented, refined, monitored, evaluated and replicated with hundreds of churches in twelve countries across Africa and the Caribbean. The LIA Center in Kenya is a Hub with three wings complete with a hotel accommodation wing to compliment the training center.

The LIA Hotel aims to provide a tailored space and accommodate a curation of community leaders. In order for the hotel to ensure its multinational members have the essentials they need during their stay, is core to what the Hotel team aims to achieve every day.

## The Challenge

The team at LIA Hotel is always thinking about how to create spaces that guests enjoy working. They also want to make sure their guests don't have to worry about the physical space and whether or not their computer will be able to connect to the Internet.

When we first joined to support the LIA Center, there was only one person available to look after the entire network across the three Phase complex. This required an immense amount of time to investigate and troubleshoot when problems arose. As the Property team prepared to open the new Hotel wing in addition to the training and office wings, the LIA Property team decided to proceed with a full stack solution as it would be easier to manage and provide a great experience for end users.

Our support team was tasked to scale the internet and phone network across the three Phase complex, and also respond to highly technical problems, and manage escalations.

# The Solution

With migration to network monitoring and support, the LIA Center went from a network that was performing poorly and experiencing high packet loss to a network that is, "humming along very nicely" across the entire complex.

The support team also monitors the network ensuring that priority is given to applications like voice and video allowing both guests and LIA staff to work cross-functionally and across regions and time zones. There are also a wide range of activities on the network, including data-intensive applications, file transfers, cloud applications, and more, all running at the same time. With all that, clients' expectations for crystal-clear video conferencing and latency-free phone calls is not compromised.

# The Value

Prior to the migration, there was only a labor intensive way to satisfy the network requirements for the LIA Center. Yet today, the LIA team can now service guests and rely on their network to that satisfy unique requirements for its guests. The ability to truly tailor solutions to individual clients has allowed the mindset of "you tell us what you want and we can make it work" a reality.

---

Revision #31

Created 29 May 2019 15:08:50 by sysadmin

Updated 14 August 2019 10:36:53 by sysadmin