



## CASE STUDY

# Itasca Community Library & Outsource Solutions Group

**CLIENT:** Itasca Community Library



**INDUSTRY:** Public library / Education

**LOCATION:** Itasca, Illinois, USA

**SERVICES:** Library lending, programs, computer access, notary & passport services

## Overview

Itasca Community Library, a vital resource for its local community, first engaged Outsource Solutions Group (OSG) with immediate security concerns that required urgent remediation. Recognizing the importance of safeguarding their IT infrastructure, the library engaged OSG to address vulnerabilities and strengthen their security posture. What began as a focused security effort evolved into a long-term partnership, with OSG now providing fully managed services and supporting numerous large-scale initiatives.

## The Challenge

Two years ago, Itasca Community Library faced pressing security issues that required immediate attention. Their existing infrastructure lacked the necessary protections against cyber threats, leaving critical systems and patron data vulnerable. The library needed a trusted partner who could not only remediate security risks swiftly but also establish a sustainable framework for ongoing protection and IT management.

## The Solution

OSG responded quickly with a structured security remediation plan, implementing industry best practices to mitigate vulnerabilities and fortify the library's defenses. Once the immediate risks were addressed, OSG worked closely with the library to develop a strategic IT roadmap that aligned with the libraries' long-term objectives.

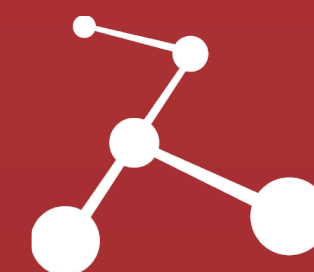
Over the next two years, Itasca Community Library expanded its engagement with OSG, leveraging fully managed services to enhance operational efficiency. This partnership enabled seamless maintenance, proactive monitoring, and continuous improvement of the library's IT infrastructure. Additionally, OSG facilitated large-scale hardware refreshes, ensuring the library had modern, reliable technology to support both staff and patrons.

As part of this transformation, OSG implemented its comprehensive tech stack, including:

- **Advanced Security Framework:** Deployment of next-generation firewalls, endpoint protection, and multi-factor authentication (MFA) to safeguard user data and network infrastructure.
- **Cloud-Based Management Solutions:** Integration of Microsoft 365 and cloud based backup solutions to improve accessibility, collaboration, and data recovery capabilities.
- **Proactive Monitoring & Support:** 24/7 system monitoring with real-time threat detection and automated patch management to minimize downtime and security risks.
- **Network & Infrastructure Modernization:** Upgrading of core network infrastructure, including switches, access points, and server replacements, to optimize performance and scalability.
- **End-User Device Refresh:** Large-scale deployment of new workstations, laptops, and public-access terminals to enhance user experience and operational efficiency.

## THE RESULT

- **Enhanced Security Posture:** Immediate remediation efforts significantly reduced vulnerabilities, protecting sensitive information and IT systems.
- **Fully Managed Services:** The transition to OSG's managed services model provided ongoing support, proactive maintenance, and long-term IT strategy alignment.
- **Strategic IT Investments:** Large-scale hardware refreshes modernized the library's technology environment, improving reliability and user experience.
- **Stronger IT Resilience:** With OSG as a trusted partner, Itasca Community Library now benefits from a robust IT infrastructure that supports its mission and community services.
- **Operational Efficiency:** The implementation of cloud-based solutions and automated monitoring has reduced administrative burdens, allowing library staff to focus on delivering exceptional services to patrons.



## What Itasca Community Library Says About Outsource Solutions Group

*"Partnering with OSG has been a game-changer for Itasca Community Library. Their expertise in security remediation and IT management has not only addressed our immediate concerns but also positioned us for long-term success. With OSG's fully managed services and proactive approach, we now have a secure, efficient, and scalable IT environment that allows us to better serve our community."*

— Ridgeway Burns, Library Director

*"OSG's technology solutions have transformed the way our staff operates and interacts with patrons. The improved network reliability and updated hardware have made a significant impact on our daily work, allowing us to focus more on community engagement and programming. Their team has been incredibly responsive and proactive in addressing our evolving needs."*

— Carrie Straka, Adult Services Head

## Conclusion

The partnership between Itasca Community Library and OSG demonstrates the value of a strategic, long-term IT approach. What started as a critical security response has grown into a comprehensive IT management collaboration, ensuring that the library remains secure, efficient, and technologically equipped for the future.

