Case Study
State of Florida

The Business Problem

The business faces the challenge of diagnosing and resolving technical issues across diverse hardware platforms and vendors such as Aruba, Cisco, Pulse Secure, Aruba ClearPass / Airwave, Checkpoint, and Palo Alto Firewalls. This requires expertise in navigating multiple ecosystems, identifying root causes of network and security issues, and implementing effective solutions while ensuring minimal disruption to operations and maintaining stringent security standards. The task involves leveraging comprehensive knowledge across varied technologies to optimize performance, reliability, and interoperability within the network infrastructure.

Solution

To address the challenge of diagnosing and resolving issues across diverse hardware platforms and vendors, several key strategies can be implemented:

Cross-training Staff: Ensure all team members are proficient across various technologies through regular cross-training sessions. This builds a versatile team capable of handling issues across Aruba, Cisco, Pulse Secure, Aruba ClearPass / Airwave, Checkpoint, Palo Alto Firewalls, and more.

Effective Communication and Collaboration: Foster communication within cross-departmental teams to streamline issue resolution. This includes clear documentation of procedures and standards to maintain consistency.

About
Cogent Infotech

Founded in 2003, Cogent Infotech is a trusted, award-winning firm with **21+ years** of experience, **150+** government contracts, **10,000+** projects, and a 96% employee retention rate. Recognized as an SBA Small Business and MBE-certified, we deliver excellence through diverse talent, AI-driven recruitment, and cooperative contracts like NASPO Value Point and TIPS-USA.

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Automation and Optimization:
Identify opportunities for automation to expedite problem-solving and enhance operational efficiency. Regularly review and update monitoring systems and documentation to reflect current configurations and best practices.

Technical Documentation and Standards:
Develop and maintain detailed technical specifications, standards, and procedures. This ensures that all configurations and changes adhere to best practices and are well-documented for future reference.

Client and User Support:
Collaborate closely with clients and end-users to perform installations, upgrades, and configuration changes. This proactive approach ensures that technical solutions meet functional requirements and user expectations.
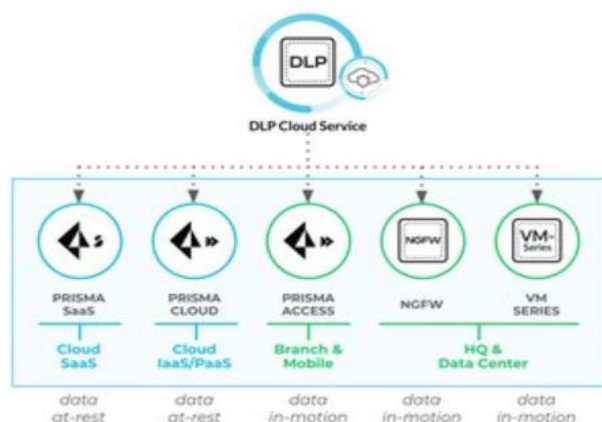
Research and Recommendation:
Continuously research and recommend appropriate technical solutions aligned with business needs. This proactive stance ensures the infrastructure remains robust and capable of supporting evolving technology demands.

Solution Design

Palo Alto Networks Enterprise Data Loss Protection

Best Practices

- ✓ Threat Landscape
- ✓ Vulnerability Management
- ✓ Configuration Security
- ✓ Access Control and Authentication
- ✓ Logging and Monitoring
- ✓ Business Continuity and Disaster Recovery
- ✓ Compliance and Regulatory Requirements
- ✓ Vendor Support and Response

TECHNOLOGIES

- Global Protect
- IPsec VPN
- SSL VPN
- L3 VPN
- Clientless VPN
- Mobile VPN
- Mobile App Integration
- Security Policies
- User Experience

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