

# COMPANY CASESTUDY

## Modernizing Municipal IT

### Client Profile:

A vibrant municipality committed to providing its residents with efficient and reliable services. Their IT Director, a forward-thinking leader, recognized the crucial role technology plays in achieving this goal.

### Challenges Faced

In 2013, the city faced several technology challenges:

- **Outdated Phone System:** The existing system was expensive, outdated, and lacked the necessary features to support a growing community.
- **Limited Network Infrastructure:** The network struggled to handle increasing data demands, affecting productivity and communication.
- **Lack of a Trusted Technology Partner:** The city needed a reliable partner to assess its needs, recommend solutions, and provide ongoing support.

### Key Actions:

- **Phone System Upgrade:** Implemented a modern Cisco communication system, reducing costs and improving collaboration.
- **Network Infrastructure Refresh:** Deployed Meraki switches to create a robust and scalable network foundation.
- **Server and Data Management:** Installed 10 new servers to support the Host & VDI environment, along with Cohesity data backup and disaster recovery solutions.
- **Enhanced Security:** Introduced Cisco Duo and Secure Endpoint for multi-factor authentication and endpoint protection, safeguarding sensitive data and preventing unauthorized access.

### Solutions Implemented

Total Communications emerged as the ideal partner, offering:

- **Proactive Approach:** Recognized the IT Director's forward-thinking mindset and aligned recommendations accordingly.
- **Expertise and Guidance:** Leveraged deep IT knowledge to recommend a complete technology overhaul.
- **Trusted Partnership:** Built a strong relationship based on trust, transparency, and shared goals.

### Results and Impact

- **Improved Communication and Collaboration:** The new phone system enhanced communication between departments and with residents.
- **Increased Efficiency and Productivity:** Upgraded network infrastructure boosted application performance and user experience.
- **Cost Reduction and Enhanced Disaster Recovery:** Server modernization and Cohesity implementation ensured data security and minimized downtime.
- **Established Trusted Partnership:** Total Communications has become the city's go-to technology partner, expanding its engagement across municipal departments.

This modernization initiative enabled the city to enhance its digital infrastructure, streamline operations, and improve services for residents.