

## PROBLEM

The City of Aledo was facing a number of challenges with their IT infrastructure. Their SCADA system was unreliable and required maintenance that impacted the daily work of the water department. Their local servers were outdated and they needed better remote access for employees to do their job and to create better responsiveness during weather events, as well as providing more flexibility for job candidates. Being in an older building, their infrastructure was underpowered for their current needs and they were spread across three buildings with a legacy WiFi system. All of this was in addition to needing to move their infrastructure into temporary space while the city began building their new city hall.

## BENEFITS

Isogent significantly improved the City of Aledo's IT infrastructure and security stance. Our cloud hosting engine was more reliable and secure than the local server. The SCADA system was upgraded with additional security, redundancy and access for staff, and their system backups were now following industry standard 3-2-1 methodology. In addition, Isogent provided ongoing IT support, which helped to ensure that the city's IT systems were always up and running, taking that daily workload off of administration. Having an organization the size of Isogent ensured the city also didn't have to wait for the accessibility of a single generalist technician. They now have specialists available for all parts of their technology infrastructure.

## CONCLUSION

The City of Aledo is pleased with the results of engaging with Isogent and their team of municipally focused experts. Isogent has helped to improve the city's IT infrastructure and provide ongoing support. This has helped to ensure that the city's IT systems are always up and running, which is essential for the city to function effectively.

## SOLUTION

The City of Aledo engaged Isogent to address these challenges. We recommended cloud hosting their key servers to improve their data security, upgraded their network with NextGen edge appliances, reduced their telephony costs from a legacy PBX to an IP phone system, hardened their SCADA systems, and empowered their staff to contact Isogent's support center to handle their day to day IT needs- effectively using Isogent as the City's IT department for operational and strategic decisions, allowing the City Manager and his team to focus their time on the key goals of the city and city council.

## IMPACT

Isogent's improvements have positively impacted the City of Aledo. The city's critical applications are now more reliable, which has reduced the risk of downtime. The SCADA system is now more efficient, which has improved the city's ability to monitor and control its critical water infrastructure. And their systems are now completely backed up allowing for quick recovery if the worst should happen, giving the city peace of mind in the event of a disaster.

### Additional Information

The following are some additional details about the case study:

- ▶ The provider has a team of experienced IT professionals who are familiar with the city's specific needs.
- ▶ The provider has a proven track record of success in delivering managed IT services to other government agencies.
- ▶ The provider has a commitment to providing high-quality, reliable IT services.

