Always-On IT Services for Police District

Introduction

The Port Washington Police District (PWPD), located in NY, has a mission to provide channels to promote and preserve public safety, and to consistently find ways to ensure a safe and secure environment. By working together with the community, PWPD aims to solve problems, maintain the peace, provide safety and security for its citizens, and reduce the fear of crime.

Challenge

To support the PWPD mission, exceptional IT services including minimal-to-no downtime is required. That's why the PWPD understood the importance of implementing a High Availability Internet solution. It would reduce the impact of any problems from downed or slow Internet connections preventing them from accessing applications in the Cloud. High Availability Internet is important to:

> Minimize the occurrence of internet downtime

> Avoid loss of service by reducing or managing failures

> Reduce data loss possibilities

Our Approach

Sourcepass understood the need for a High Availability Internet solution to ensure rapid emergency response, continuous access to critical data, and compliance with legal requirements.

Over the years, Sourcepass has established a proven track record of successful High Availability implementations and already had a proven plan in place.

Once Sourcepass engineers got approval of its High Availability plan for the PWPD, they took quick action to get the job done to ensure continuous availability of police services to maintain public safety.

Solution

PWPD originally started working with Sourcepass in 2015 when it was looking to optimize its IT infrastructure. Sourcepass consolidated and streamlined its physical servers using virtualization and moving some applications to the Cloud – ultimately, downsizing from six physical servers to two, saving time, money, and improving operations.

For the High Availability Internet project, Sourcepass compiled a technology plan, and reviewed/refined it with PWPD. To minimize downtime and improve performance, Sourcepass implemented redundant:

- ☑ Internet connections from different ISPs

- ☑ Firewalls with load balancing

- ☑ Switches

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> Everything you do is great. We get great service, and all the suggested security programs help save us money on our insurance. We don't have to worry about getting hacked or losing any of our information.
> - *Chief Robert DelMuro*
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> 99

Conclusion

Over the years, PWPD has taken strides to optimize its technology to fulfill its important mission for its citizens including the implementation of many cybersecurity services that help protect the PWPD and its data. With high availability implemented, communication systems, databases, and other critical infrastructure are always-on, allowing officers to respond promptly to incidents.

With the extensive experience Sourcepass has working with police departments, its engineers successfully implemented a robust high availability solution that ensures critical systems are operational 24/7.