

CASE STUDY: A TOWNSHIP OF NYC

Effective Budgeting & Maintenance Support



Introduction

This case study focuses on a township of NYC with over 150,000 residents and multiple incorporated villages. The township like many municipalities has a limited budget for technology expenses, but high reliability and uptime needs to meet the citizen's needs.

Challenge

The Town had an expensive annual capital expense to maintain its equipment for a five-to-ten-year lifecycle. As the Town's equipment approached End-of-Life (EOL) support, they were faced with the obstacle of purchasing all new equipment or finding an IT service specialist that could help maintain the still highly functioning equipment. The Town was looking for:

- IT support services to maintain equipment
- A cost-effective solution that would minimize downtime

Our Approach

Sourcepass GOV recognizes the budget constraints faced by public sector clients and is committed to delivering the best value in IT services and solutions. By leveraging our deep understanding of fiscal limitations, the Sourcepass GOV approach was to collaborate closely with the Township to tailor a cost-effective strategy that maximized resources.

With continuous monitoring and optimization services, Sourcepass GOV was confident that it could help the Township achieve their technological objectives without compromising on quality or exceeding budgetary limits.

Solution

Sourcepass GOV was able to provide the Town with a Managed Infrastructure Maintenance Support service that would reduce the annual capital expense, and service and support all equipment, including extending the support for the equipment that was EOL.

Sourcepass GOV also customized the service to provide nightly backup device configurations to minimize downtime and improve reliability at a lower budget than previous Original Equipment Manufacturing (OEM) support.

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Sourcepass GOV helped our town deliver one-stop vendor coverage on multiple manufacturer platforms. They deliver a solution not only for our current needs, but also for future expansion.

- *Technical Director for Township*

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Conclusion

The custom solution met the specific Town needs to reduce the maintenance budget while receiving improved reliability and uptime. The Town now had one vendor to cover multiple manufacturer platforms for current need and future growth. The managed maintenance support extended life of the equipment and protected the investment of all ongoing infrastructure expenditures. It also allowed the Town IT staff to focus on day-to-day operations.



Sourcepass GOV provides the technical expertise, strategic guidance, and impactful technology solutions to provide a modern, secure, cloud-enabled approach. Start your journey today by visiting us at www.sourcepassgov.com.