Customer Case Study

Modernizing IT to Boost Performance and Efficiency

Milwaukee County

MILWAUKEE COUNTY

Milwaukee County's mission is to provide high-quality, responsive services that enhance self-sufficiency, personal safety, economic opportunity and quality of life for its entire population.

Highlights

Challenges
- Modernize IT to improve agility and scalability.
- Implement robust, mature IT processes.
- Reduce system failure risks.
- Focus resources on citizen services.
- Deploy cost-effective hybrid infrastructure.

Challenges

Aging hardware and staff to support it Centralize IT resources and management across the organization Focus resources on improving and serving the County

The demand for technology in Milwaukee County is ever-increasing - today they find themselves in a 'continuous next' culture. Enabling an agile and elastic service model to support IT innovation and digital transformation was paramount. And, like all local governments, the county is always seeking ways to better serve its citizens while operating within a tight budget.

Rather than investing a large outlay of cash to update their current data centers, infrastructure and staff required to support it, they sought to implement a solution that would allow them to:

- Enable IT scalability and agility as they modernize County government.
- Transform IT capabilities to provide more robust and mature IT processes and capabilities in
- line with the size and nature of the County's constituent services.
- Reduce risks of failure in the environment.
- Focus resources on improving and serving the County.
- Deploy hybrid infrastructure across on-premises, private cloud and public cloud.
- Provide cost-effective IT capabilities.

"We knew our aging, on-premises infrastructure would be expensive to upgrade and maintain, not to mention it locked us into using equipment that would soon become outdated," said Chris Sacho, IT Manager Milwaukee County. "It was time to explore solutions that would allow us to avoid the cost of paying upfront to deploy up-to-date infrastructure and shift to an operating expenditure model and pay only for what we need, when we need it."

Solution

- A consultative assessment of the County's IT environment.
- Deployment of the ReliaCloud® IaaS platform for production workloads in Madison, WI, and disaster recovery in Eden Prairie, MN.
- Management of on-premises infrastructure, Windows OS, SQL databases, and backups, with off-site replication for added security.

Results

- Saved $10M in hardware and operating costs over five years.
- Improved IT project delivery speed.
- Achieved 100% data and application availability.
- Eliminated single points of failure.
- Centralized IT management, boosting efficiency and innovation.

Solutions

The County conducted a competitive selection process with several vendors providing input. The most important factors weighed in the decision included: selecting a provider who could demonstrate competency in migrating data centers to cloud-based solutions, ability to provide stability, risk reduction and cost effectiveness.

"US Signal's team of highly competent resources demonstrated their ability to address our design, implementation and support concerns," Sacho said. "They took a consultative approach and performed a discovery and inventory analysis, up front, to fully understand our existing IT environment, and provided recommendations and adjustments to help us meet our current and future objectives based on their findings."

The US Signal solution included our enterprise-grade, highly-available and high-performing Infrastructure as a Service platform, ReliaCloud®. ReliaCloud was leveraged to run the County's production workloads in our US Signal data center facility located in Madison, Wis. while development/test workloads and disaster recovery is housed in a secondary US Signal data center in Eden Prairie, Minn.

In addition, US Signal provides robust network connectivity to all sites, manages all the infrastructure, Windows operating systems, SQL databases and backup system for the County's leave behind/ on-premises systems, which is replicated to a US Signal facility for off-site backup.
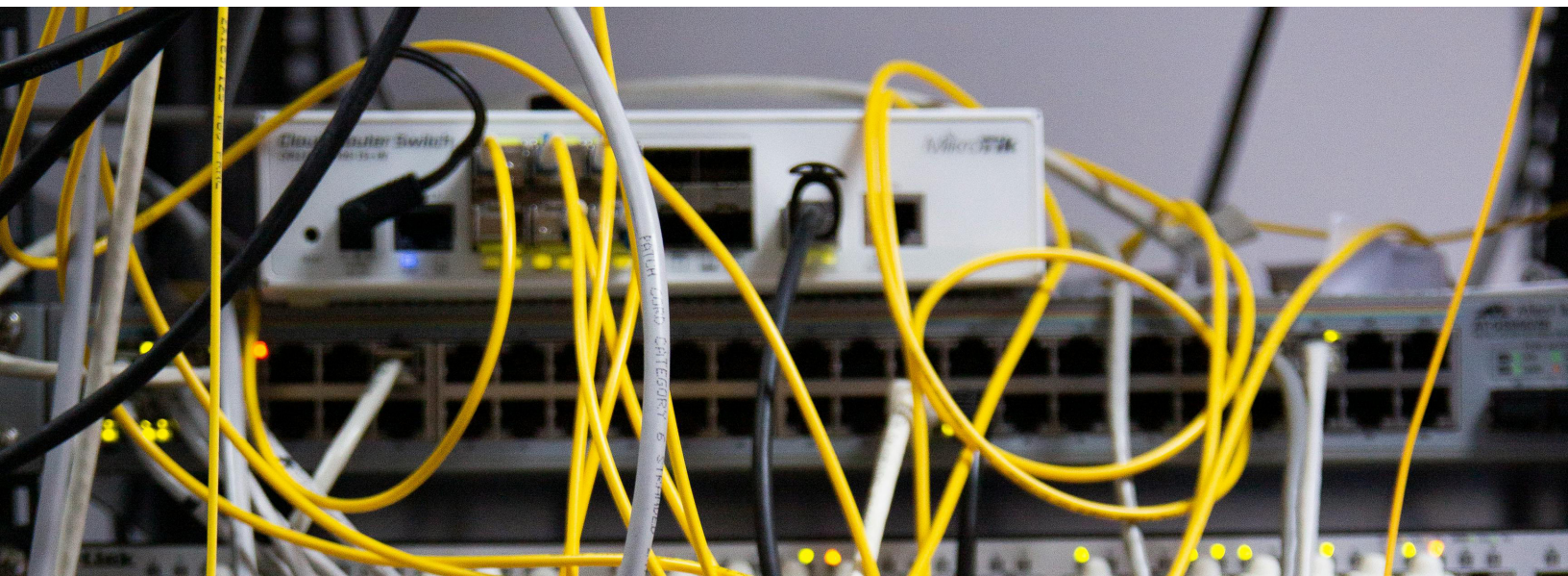
Results

With the US Signal solution in place, the County could avoid the high costs associated with modernizing old systems and free their IT staff to focus on County business instead of keeping the lights on. In fact, the US Signal solution has saved the County approximately $10 million in hardware cost avoidance and operating expenses over a five-year period.

"Milwaukee County engaged a 3rd party vendor to conduct an analysis to quantify the cost of overhauling our existing IT environment and implementing off-site disaster recovery. It was determined that it would cost upwards of $20 million in capital," said Sacho. "The US Signal solution was not only more cost-effective, but allowed us to decrease the time it takes to provision IT infrastructure, speeding our delivery on IT projects that help to increase efficiencies and drive innovation."

In addition, the US Signal solution allowed them to:

- **Ensure 100% availability of their data and applications.**
- **Eliminate single points of failure.**
- **Accelerate the long-term initiative to centralize IT resources and spend.**
- **Enable robust change management.**
- **Gain clarity around their current situation for backup, data and servers**

Digital Infrastructure Solutions Built for Your Business

US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.