



## Partnering to Bring Transformation & Innovation to Local Government

Deep budget cuts coupled with public safety concerns and economic uncertainty are fueling anxiety within the public sector. As citizens, we hold our policymakers to high expectations. The consumerization of technology is accelerating the transitions facing modern governments today. The ways in which citizens and agencies interact is becoming more mobile, more pervasive, and more opportunistic.

At ComSource, we understand that public officials are under enormous pressure to deliver results in difficult and uncertain times. As your technology advocate, we're working with you to identify your needs, review your budget, and develop a comprehensive strategy to ensure that your most important assets are taken care of; *your people, and the community for which you serve.*



**ComSource**

### Turn Possibility into Reality

ComSource delivers technology solutions coupled with financial strategies to bring your business' vision to life.

As an IT solutions provider, we don't manufacture technology, we harness it. Acting as your technology advocate, we're the people behind the technology, designing for you and working with you. With trust, loyalty, and relationships as the cornerstone of our business for over 30 years, let us help you redefine what is possible.

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Government | Case Solution

## IT Transformation Enhances Tourism and Community Connectivity for Local County

Local County Realizes Multiple Benefits from Technology Initiatives



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People • Technology • Possibility



# A Phased Approach to Technology, Collaboration, and Innovation

## Client Highlights

With a population of over 230,000 people, a local county in New York State required assistance with several technology initiatives. These initiatives spanned several governmental departments but required a coordinated effort to accomplish them effectively and efficiently.

After going through a formal bid process, ComSource was chosen as their IT advocate to help plan and develop strategies to improve the County's network, architecture, and security through the execution of five different projects:

- VoIP Implementation
- Networking & Mobility
- Cybersecurity Improvements
- Data Protection
- Structured Cabling

The partnership between the County and ComSource is still ongoing today.

*Continue on for an overview of the challenges and benefits realized from their investment:*

## VoIP Implementation

The County sheriff's office was struggling with a nearly 20-year-old phone system. Maintenance was difficult, with many parts no longer being available or difficult to find. After a larger review, the decision was made to update the sheriff's digital phone system as part of a County-wide initiative to modernize communications for all departments and agencies.

The initiative, which included services for over 1,600 users, would need to be ready for expanded use and features, including collaboration video and software offerings and emergency notifications. ComSource was chosen to assist the County in implementing a fully integration Cisco VoIP system that included networking, servers, and phone handsets. The implementation answered the current needs while being scalable for future needs and features.

The benefits to the County were immediate, saving costs on phone charges by using the wireless network for communication. Additionally, the new system offered greater efficiency and significantly reduced maintenance issues, while setting up departments across the County to expand their collaborative abilities.

## Networking & Mobility

Looking to offer more services to visitors of the County's train station and nearby public farmer's market, the Tourism and Travel Board began an initiative to provide guest WiFi to citizens and the community using the train station or shopping at the market. The project required public guest access while also including a secondary secure connection that would prevent business transactions and network access from being slowed or disrupted due to network load. It was also essential that the project not impact or alter the aesthetic and integrity of the historic train station.

ComSource surveyed the entire area to be covered, including the station, its platform and administrative offices, and the interior and exterior of the market. Heat maps and wireless surveying was used to define the optimal placement of devices for the greatest wireless coverage in the complex and dense building structures. The implemented solution included Meraki controller-based WiFi in market venue and hall, installation of new fiber and PoE switches, and configuration of access points to provide open guest access in the train station, as well as building tenants, including shops and restaurants.

The County executive sent out a press release upon completion to announce the project, which had been completed ahead of schedule. Thanks to the timing, guests of the market and train station were able to enjoy guest WiFi access during the busy holiday season



## Cybersecurity Improvements

Cybersecurity is a constant concern for governmental agencies, who are a frequent target for attacks. As part of their on-going efforts to enhance security, the County began discussions with trusted partners ComSource and Anjolen to outline a multi-point cyber and network security protection plan.

Through a collaborative partnership, Anjolen and ComSource implemented multiple security initiatives to increase security awareness and harden the counties systems. These initiatives included:

- User security training and awareness
- Incident response and securing of existing physical and network infrastructure
- Virtual CISO and cybersecurity consulting
- Hardening of individual desktop computers

## Data Protection

In an effort to reduce paper waste and increase efficiency, the County began an initiative to digitize its documents. For the project to be truly successful, the County would need to increase its available data storage and expand its disaster recovery plans to include the additional digital assets.

ComSource proposed the industry-leading Commvault solution which was selected to help provide expanded and flexible data access while at the same time ensuring mission-critical information was secured.

Leveraging a multi-cloud data management architecture, Commvault allowed the County to utilize a hybrid storage system, making documents easy to manage and migrate from multiple locations. Disaster recovery was achieved with backups to two separate, remote data centers. The County now has the ability to automate backups and recovery, with rapid access to important data should an event occur. backup efficiency.

## Structured Cabling

To realize the full benefit of the technology transformation initiatives, updates were needed to the County's infrastructure. Clean-up and modernization of cabling, fiber, and power access and control were required to support the new offerings.

Working closely with other trusted partners, ComSource led an infrastructure assessment across the county to ensure the proper upgrades were made to support the multiple initiatives. Coordinating the efforts of local cable providers and associate partners APC and Vertiv, the upgrades and improvements were completed to coincide with the other initiatives, offering the combined benefits of better, faster, and more reliable infrastructure along with the new technology offerings.

