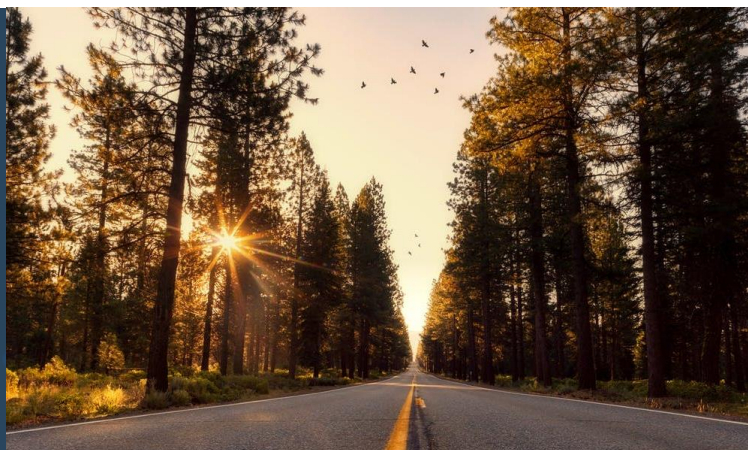# Historical town finds critical technology support with local managed IT services provider.

The City

Georgetown is the birthplace of bourbon whiskey, the home of Georgetown College, and the gateway to the Kentucky Horse Park. It has a lengthy array of cultural landmarks—such as the Cardome Center, Ward Hall, the Old Friends retirement facility for Thoroughbred racehorses, and the Barn Quilt Trail.

The city is host to Toyota's first wholly owned manufacturing facilities, the largest Toyota plant outside of Japan and a vital employer in the Bluegrass. The health care industry also has found a home in Georgetown, which boasts Georgetown Community Hospital and regional campuses for Baptist Health Lexington and UK HealthCare.

Georgetown's population is over 34,000, making it Kentucky's seventh-largest city by population. Seen as a perfect mixture of historical significance and modern amenities, Georgetown is expanding at an impressive rate. The city relies on a host of government offices and departments to support its many offerings. Leadership of Georgetown's city government includes a mayor, eight-member city council, and city clerk.

> "We became technology dependent without recognizing the need for robust maintenance of that technology – we took it for granted."
>
> Andrew Hartley,
> Georgetown's
> Chief Administrative Officer

The Challenge

For many years, an internal information technology manager oversaw Georgetown's technology infrastructure. Starting with a turnover in that position in 2012, city government leaders seized the opportunity to seek improvements to their technological capabilities. Georgetown's city leadership determined the best solution would be a managed IT services provider (MSP). The city began working with an MSP specializing in government offices while maintaining its internal IT manager. During the following year, the city expanded its MSP contract to add an on-site engineer. That solution, while well-vetted, presented challenges...

Help desk services provided by the MSP's network operations center (NOC) were a poor fit for the city's demands. The result for Georgetown employees was fragmentation of duties – different departments were improvising solutions on their own, and nontechnical employees were tasked with IT responsibilities that pulled them from core responsibilities. The mayor and council viewed the situation as a resource problem and a security concern.

Andrew Hartley, Georgetown's Chief Administrative Officer, recalled how city leadership sought a new solution offering more value. Finding a managed services provider with an internal (and local) NOC was seen as a major need for the city.

Adding to Georgetown's challenge was its unique role as a public entity: As the city considered a new IT strategy, it was under scrutiny from local media, the public, Council members, auditors, government regulators, and even internal employees.

The Solution

The government of Georgetown had an existing relationship with NetGain Technologies, who installed a phone system and completed a workflow study for the city. NetGain Technologies was also already working with Georgetown's police department. City leaders consulted with the local MSP to determine if a customized managed-services program could meet the city's unique requirements.

Georgetown's City Council played a critical role in approving and adopting a new IT solution, as they needed buy-in from all affected parties. Initially, the city's leaders were reluctant to move to a managed IT services model—that is, a completely remote support environment, without a staffer onsite in the city's government complex.

After a presentation on NetGain's Technology OneSource program, the mayor and city councilors toured the company's network operations center, which operates 20 minutes away from Georgetown city offices. The city leaders were impressed by the SOC-2 Type II security controls in place in the NOC, and the 24/7 helpdesk staffed by NetGain's heavily certified engineers. The MSP's proximity to Georgetown was also seen as advantageous.

An important component of the solution offered by NetGain was to provide routine, periodic business reviews for the city. Georgetown's previous MSP claimed a virtual CIO (vCIO) service, but city leaders were disappointed by their lack of information and reporting.

As the city considered outsourcing its IT to NetGain Technologies, government leaders sought to avoid an issue the city experienced with its previous provider, whose customer portal was "overpromised and underdelivered," according to a government leader. NetGain Technologies agreed to provide a feature-rich customer portal for Georgetown's leaders to oversee open and archived service tickets.

The Results

The city's mayor and council agreed that Georgetown needed value added to its I.T. support, and they were willing to invest in a solution that best benefitted the city's long-term needs. Since switching to NetGain Technologies for managed I.T. services, city leaders report increased productivity and freed-up resources. The city also realized some hard cost savings after the transition, which city leadership considers a bonus result of the new outsource agreement.

During the onboarding process, as NetGain Technologies' engineers evaluated the city's existing IT environment, Georgetown's city attorney commended the MSP for conducting a thorough review. Hartley commented, "I've never been asked some of these questions before."

City employees have been making use of the NOC and 24-hour help desk, submitting support tickets by phone and email. "Resolution time is well within our comfort level, and the knowledge of help desk engineers is extraordinary," according to Hartley. "Having a local resource is also reassuring."

> "Every pothole we fill, every permit we issue, and every decision weighed by the council, all will be guided by technology."
> Andrew Hartley, Georgetown's CAO

Contact NetGain Technologies Today to Learn How Managed IT Services can Transform Your Business!

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.

NetGainIT.com | 844.777.6278 | SMART@NetGainIT.com