

Case Study

How the Town of Butner, N.C. was able to focus more on their citizens, not their IT, with VC3's Private Cloud Hosting.



PRIVATE CLOUD
HOSTING

Situation

The Town of Butner, North Carolina is a beautiful, rural town located just north of the capital city of Raleigh, with a population of over 6,400. Butner was recently incorporated as a town in November of 2007 and is proudly served by a small, dedicated staff. Since their incorporation they have outgrown their accounting system and were in need of a financial package that would grow with them.

After researching their options, the Town determined that software from New World Systems (NWS), a provider of a completely integrated suite of solutions for local government administration, would be a great fit for their growing town. In order to implement the NWS solution, the Town realized that the traditional implementation strategy made a premise based solution seem like a necessity, that also comes at a hefty cost, and requires continuous maintenance.

Not having an information technology professional on their staff they needed an IT partner who could implement the software and provide on-going technology support in line with their growth...and their budget constraints.

Solution

With guidance from NWS, the Town reached out to VC3, the strategic technology partner of the North Carolina League of Municipalities, for help with their IT dilemma.

With VC3's Private Cloud Hosting, the Town of Butner was able to implement the NWS solution they desired while also realizing the benefits of a hosted environment. Not only does VC3 host the Town's NWS applications, they also host all of their other applications, such as Microsoft Office. With this solution the Town of Butner uses VC3's servers that are located in VC3's enterprise-class secure data center. With a full hosted environment, this eliminates the need for the Town to own and house any servers on premise.

"As we began the implementation of our new software, we didn't have to worry about the installation process. All of it was been handled by VC3 and NWS. We can focus on the applications of the software and let VC3 take care of the technical aspects of it." Susan Hiscocks, Finance Director, Town of Butner

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Private Cloud Hosting, we can focus on the applications of the software and let VC3 take care of the technical aspects of it.”

- Susan Hiscocks,
Finance Director, Town of Butner

“ *“VC3 is always there to provide service when we need it.”*



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With Private Cloud Hosting, the Town does not have to budget for IT equipment (servers, PCs, etc.) and it never has to purchase another desktop again. With this solution, every employee is equipped with a Thin Client to access their Hosted Desktop (includes a monitor, keyboard and mouse) that VC3 maintains and replaces when necessary. Some employees are using recently purchased PCs and will continue to do so until they need to be replaced. The goal is to, over time, move all employees over to a Thin Client. The solution includes a 24x7 Service Desk, that maintains and monitors the Town's entire IT environment to ensure maximum productivity of their systems. Now the Town of Butner no longer has to deal with mundane, time consuming IT issues.

Results

The Town of Butner is now able to focus more on serving their citizens instead of focusing on their technology. The Town's Hosted Desktop users tout the mobility of the solution as one of its greatest benefits. *"The mobility of this solution offers a great deal of flexibility to our staff."* Hiscocks explains. *"Since we have so few employees, having one person out of the office can have a huge impact. With the Hosted Desktop, if there is an emergency and a key employee is out of the office, all they need is a computer with an internet connection and they have full access to their work environment and all of their data."*

Another benefit is that backups are taken care of. On a daily basis, VC3 backs up the Town's data to an offsite location and keeps that data for 30 days. Then the data is archived for up to 3 years in VC3's secure data center. Also, Microsoft Office updates are included in the monthly fee so the Town of Butner gets the latest version at no extra cost.

Within days of switching to the new hosted desktop solution the Town had an issue that VC3 was prepared to handle. *"Windows did an update that was incompatible with two of our PCs and those PCs were no longer functional. One of the affected employees was switched over to a VC3 Thin Client and was back to work in a matter of minutes. No loss of data and no waiting for a technician. The second employee began using her laptop and kept working seamlessly."* explains Hiscocks.

Due to their growth, the Town of Butner is moving to a new Town Hall within the next 10 months, construction began July, 2010. This move will not be a problem for VC3's Private Cloud Hosting because of its mobility.

"Our move to the new Town Hall location will be so simple. All we have to do is unplug our computers from the network in this building, take them a block down the street to the new site, plug them in to the network there and we will be up and running. No down time for relocating a server or risk of loss of data. If there is a delay between the time we have to pack up at the old location and when we are moved in at the new building, all we need is an internet connection and we can still function from anywhere." Hiscocks explains.

The Town of Butner is a classic example of issues being faced by small to medium sized municipalities that want to take advantage of new technologies but cannot afford to maintain the infrastructure. With a hosted solution, that has little to no up-front capital expense, municipalities are now able to overcome this obstacle.

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