Case Study

How Triangle J Council of Governments
Got More out of their IT With Hosted Solutions

Situation

The Triangle J Council of Governments (TJCOG) is an organization of the municipal and county governments in North Carolina's Region J (Chatham, Durham, Johnston, Lee, Moore, Orange and Wake counties). Authorized in 1972 by the North Carolina General Assembly, TJCOG is one of 16 regional councils working to promote and facilitate regional cooperation and coordinated action among local governments. TJCOG also provides services to local governments in land use and transportation planning, economic development, energy and environmental protection and aging services.

In early 2011, TJCOG was faced with an intermittent internet connection and a fragmented IT environment, which caused productivity and operational issues for their staff. With their IT Director on the verge of retirement, TJCOG had an opportunity to look at their situation from a new perspective; move forward with the traditional solution and hire a new director or explore non-traditional options and consider a cloud solution.

Solution

With an interest in moving to the cloud, TJCOG's Executive Director, Kirby Bowers, explored hosted desktop and hosted VoIP solutions; while still considering the traditional on-premise options. After researching his options, Bowers decided on a hybrid hosted solution and chose VC3, the preferred technology partner for the North Carolina League of Municipalities, to provide these solutions through their Hosted VoIP and Private Cloud Hosting solution.

With VC3's Hosted VoIP solution, TJCOG was able to upgrade from their aging phone system to a new system that is more comprehensive and has more features at a lower cost.

VC3's Private Cloud Hosting offering, used in conjunction with traditional premise based technology, TJCOG is able to plan a more accurate and flexible IT budget for equipment (PCs, servers, etc.) and never has to purchase another server or desktop again for employees working within the hosted environment. In the hosted environment, employees are equipped with a Thin Client, to access their Hosted Desktops, that VC3 maintains and replaces when necessary.

> *"If you are looking for a technical resource, then VC3 is your answer."*
>
> **- Kirby Bowers,**
> **Executive Director, TJCOG**

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The solution also includes a 24x7 Service Desk that maintains and monitors TJCOG's entire IT environment to ensure maximum productivity of their systems. 24x7 backup is crucial to any business and Executive Director Bowers agrees, "the reliability of these hosted solutions makes me sleep a little better at night".

The flexibility of hosted solutions benefits an organization like TJCOG, whose funding comes primarily from grant programs and fee for service work. The duration of a grant program varies so the need to increase staff could be anywhere from one year to multiple years; the organization's ability to scale up and scale down is crucial. With Private Cloud Hosting and Hosted VoIP, TJCOG is able to add resources to accommodate the increase of staff, such as computer workstations and phones, in a matter of hours. Once a grant is complete, TJCOG is then able to remove those resources and reduce their monthly bill immediately. With Hosted Desktop and Hosted VoIP they don't have to invest into resources used only for a limited period of time; they only pay for what they use.

Results

By switching to hosted solutions, TJCOG was able to meet most of their basic IT needs, upgrade their phone system and improve their internet connectivity. "it's a cost effective solution that covers your needs" says Bowers.

The features included in VC3's Hosted VoIP solution are more comprehensive and capable than in TJCOG's previous systems. The reliability and flexibility of the Hosted Desktop solution is a substantial benefit because it allows users with an internet connection to interface with their Hosted Desktop at anytime.

Along with the 24x7 Service Desk, VC3 has experts in all facets of technology and their depth and breadth of IT knowledge is extensive. Bowers sees that as a key benefit "if you are looking for a technical resource, then VC3 is your answer."

" *"VC3's Private Cloud Hosting is a cost effective solution that covers most of your IT needs."* "

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