



Aunalytics Deploys Secure Managed IT Services Throughout the City of South Bend

IT Solution Provider Becomes “Boots on the Ground” to Support City-Wide IT Efficiency and Cyber Defense

Challenge

With a wide range of IT challenges coming to a head over the last several years, the city’s IT leaders sought the support of a full-service IT solution provider capable of providing a combination of cloud telephony, network services, secure data storage, client/server computing management, and cybersecurity. Other IT services were in need as well, including data protection (disaster recovery and backup/data restoration) to assist in coping with the evolving requirements that were being driven by technological innovation, a changing population, employee workforce trends and pandemic-related IT needs.

One of the key drivers for external support was the city’s limited IT team, which was consumed by the mounting IT service requirements presented by important and expansive agencies, including the police department, fire department and public works departments. The first concern to address was a need to update the city’s communications, which included the phone system. This would be followed by the outsourcing of client/server management, data center management, and an ongoing transition to cloud-based IT.



Organization: City of South Bend, Indiana

About: Founded in 1865, the city of South Bend, Indiana is known for education, healthcare, and manufacturing with the city’s top five employers being the University of Notre Dame, Beacon Health System, South Bend Community Schools, St. Joseph Health System and Indiana University, South Bend. It is an active and well-educated population built upon the area’s focus on community.

In the city’s efforts to select a reputable provider of managed IT services, an extensive review process was conducted. After a thorough analysis, IT solution provider Aunalytics was recognized as having the breadth and depth of IT solutions and services needed to meet the city’s needs.

Additionally, Aanalytics had the ability to scale as needed if and when service requirements expanded, which they were expected to do as additional services went online or were expanded to better support community needs.

“While ongoing IT operations kept our team busy, there was also a rising threat of malicious cyberattacks which had us on notice, moving the city to strengthen the level of security across all areas of managed IT. This was to prevent threat actors from a successful infiltration of our systems which would put sensitive employee and community member information at risk,” said Dan O’Connor, Chief Technology Officer, Innovation & Technology for the city of South Bend. “Furthermore, a more secure implementation would ensure IT solutions capable of protecting sensitive data across a wide range of endpoints.”

The mission to modernize and secure IT operations, however, was complicated in several areas, including cybersecurity challenges, employee workforce trends, and technological evolution. It was also impacted by the emergence of COVID-19 which hastened the need for work from home (WFH) infrastructure, as well as processes and protocols necessary to maintain and even improve city operations. Because of the experience and staff necessary to execute on this revised IT environment, a solution provider with the IT human resources to undertake such wide-ranging tasks would be critical.

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- Dan O’Connor, Chief Technology Officer, City of South Bend

Solution

“We needed a partner, not just a vendor, to assist in the management of our environment,” added O’Connor. The organization’s services are so deeply embedded and critical to the city that without this support, citizens would find interacting with the city’s IT infrastructure and related services to be much less responsive. As part of the IT provider review process, the city realized that to remain operationally efficient, its computing infrastructure had to be able to serve well over 1,000 employees, with a large percentage working remotely, but

many others employed onsite at city facilities. It was determined that hiring, training, and managing a larger team of IT professionals would not be in the best interest of the city because of the difficulty in finding highly trained IT team members which would also be cost-prohibitive. Rather, the city of South Bend felt that aligning with an experienced managed IT service provider would bring significant value to the organization. After careful consideration, the decision was made to partner with Aanalytics.

Solutions Provided by Aanalytics



Network, Server & PC Management



Cloud Services



Cybersecurity



Cloud-based Telephony



Backup



Disaster Recovery

Aanalytics now provides the city with a broad range of solutions, including network, server and PC management, cybersecurity services as well as cloud-based telephony and business continuity support such as disaster recovery and data protection. Already, the city has been benefiting from these services which have now become essential to maintaining operations while positively transforming IT. One area that has saved the city a significant amount of time is server and PC management. With these services overseen by Aanalytics, OS patch management, real-time workstation optimization, scheduled preventative maintenance, monitoring, and recycling are all managed so that the internal team can focus on other strategic IT initiatives.

With over 70 virtual servers in the Aanalytics data center and over a thousand PCs connected to this fully managed virtualized server environment, it has become the backbone of the operation and the starting point for IT as the applications on these servers support the majority of city operations across agencies, departments, etc. The reliable server environment indirectly supports other key areas, including the IT help desk, which is much less overwhelmed thanks to the actively managed environment. However, if and when issues do arise, the Aanalytics help desk provides fast, on-demand IT systems and services support 24x7x365. Where any technical issues would arise, the help desk support team is on-call to remedy any and all issues that may occur, either directly onsite or remotely.

Benefits

- Assistance with strategic IT planning and support from an experienced relationship manager to orchestrate, facilitate and respond to current and new computing requirements.
- On-demand business-class IT services with 24x7x365 help desk staff for immediate response to emerging issues. The team includes both boots on the ground and virtual/online support for urgent onsite repairs and services.
- Highly experienced IT staff with domain expertise in the areas requisitioned by the city, including cybersecurity, server/workstation/PC management, data protection, cloud-based telephony, and other areas.
- Operational continuity services that ensure precise data restoration with optimal recovery time objectives (RTOs) and recovery point objectives (RPOs) aligned with departmental requirements, up to and including alignment with compliance mandates.
- Integrated security services across the Aanalytics solutions platform to encourage a security-minded culture and ensure system and application-specific defenses are woven throughout the city's IT infrastructure.

Bringing all of these solutions and services together under one provider has simplified this entire process and given the city of South Bend fingertip access to all of these important capabilities from a single source. Aanalytics has become an extension of the city's IT team in support of what administrators are looking to accomplish, supported by the organization's team of experts. Moving forward, the city is well covered with powerful, scalable IT solutions and professional guidance by Aanalytics.