Aunalytics Managed IT Services Safeguard Logan County Ohio Against Disruptive Weather, Cyber, and Pandemic Events

Challenge

It's hard to imagine there could be many negative events threatening to impact IT operations in Logan County, Ohio, but in fact, it has been just the opposite over the past several years. Located about 60 miles from Columbus, the city of Bellefontaine, named after the French word for beautiful spring, serves as the county's center of government operations. The economy of Logan County employs 21,700 people with the largest industries being manufacturing, health care/social assistance, and retail trade. The highest paying industries are mining, quarrying, oil and gas extraction, manufacturing, and utilities.

As a primarily rural area, the county is in short supply of experienced technology professionals available to assist with IT management. As a result, the decision was made to contract with a skilled managed IT services provider with regional operations. This has evolved into what is today a strategic relationship with Aunalytics where the IT services and solution provider is integrated both

Organization: Logan County Ohio

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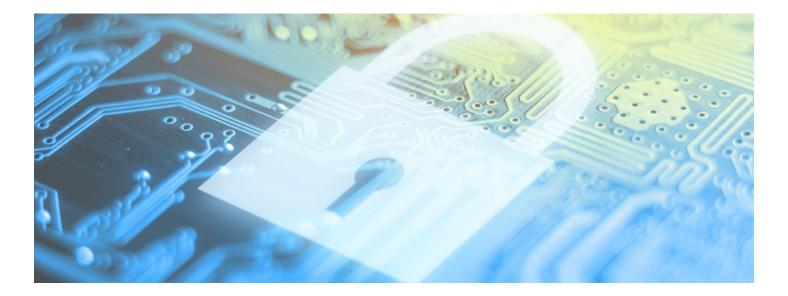
horizontally and vertically to oversee nearly all aspects of the county's IT operations. This includes oversight of applications, as well as servers, storage, endpoint devices, security, networking, and data protection to ensure business continuity.

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Preventing County Service Downtime with Outsourced IT

Logan County has faced several significant events over the past few years, including severe weather, cyberattacks, and of course the pandemic—all of which challenged the resiliency of the county's IT infrastructure. The first of these events was a powerful storm which damaged the county's courthouse, resulting in a complete closure and relocation of court staff and systems. This was a significant test of the managed IT services team, where they were challenged to help the county minimize downtime. Involved from the start, the IT and business recovery experts at Aunalytics helped to set up transitional offices, upgrade servers, desktops and laptops to enable remote access to all required information stores, allowing the court to proceed with operations. Once repairs to the courthouse were complete, relocation support back to the building began and re-orchestration of all IT infrastructure was completed by the Aunalytics' IT services and support team.

In early 2021, the Jobs and Family Services Office was also severely damaged after the weight of ice and snow collapsed the roof, necessitating evacuation to a temporary facility. This was supported by the fire department and disaster recovery/IT support and services team at Aunalytics. Water had entered the building, requiring inspectors to temporarily red tag it until repairs could be made. As with the damaged courthouse, the managed IT services team coordinated with a rented facility prior to occupancy and wired the location for operations, minimizing downtime and facilitating the quick re-opening of the temporary office location in order to return services to the community.

The past 12 months have also seen a recurring stream of cyberattacks, where Aunalytics has defended the county's sensitive data and systems from downtime. However, in one instance, a server at the sheriff's headquarters was struck by an attack, resulting in a printer issue. The attack occurred on a Friday when Aunalytics took immediate action and rectified the printer issue over the weekend, returning it to proper operation by Monday morning.

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Adding to the challenges, the COVID-19 pandemic began in March of 2020, causing a number of IT issues as county employees worked remotely, exposing a large number of computing endpoints in the form of laptops, desktops, printers and other network-connected devices outside of the county walls. Aunalytics assisted by improving virtual private network (VPN) services for much higher traffic volumes than usual and managed these systems so that county employees could re-establish their work environments from home where they would be protected against the contagious and, in some cases, deadly virus.

24/7/365 Managed IT Services and Solutions

The magic behind the Aunalytics services and solutions suite is a team of experts on call around the clock to manage thousands of servers, networks, desktops, laptops, and other endpoints. Aunalytics provides continuous remote monitoring and management to mitigate the risk of valuable infrastructure going down or becoming unavailable after unexpected events such as storms or cyberattacks. The organization manages hardware and software and works proactively to address any issues all day, every day—including weekends. The IT provider's solution suite includes a remote monitoring agent that provides client-based interactive support, performance management, alerting, asset management, and reporting.

Additionally, onsite support ensures issues can be resolved immediately to prevent unplanned downtime.

Aunalytics' arsenal of services also includes the proactive security measures that an organization should have in place to ensure a proper defense against today's ongoing cyber concerns plaguing nearly every business in these uncertain times. As threats evolve, security solutions must adapt and Aunalytics helps guide Logan on its journey to mature the county's overall security posture to more effectively manage risk. As organizational data is extremely valuable to the longevity and success of operations, the ever-changing threat

landscape presents serious risks because of bad actors working to steal and encrypt important operational data. Security incidents at Logan County over the last 12 months have been executed by malware, ransomware, and crypto-jacking—all of which Aunalytics prevented from causing problems.

A customer-deployed and managed security operations center (SOC) is typically the most important requirement of modern IT security. However, SOCs are expensive, complicated, and far beyond the reach of most midmarket organizations. Aunalytics understands this and delivers secure managed services with a full suite of IT and integrated security solutions to empower them with a complete, all-encompassing approach. Reducing an attack impact timeline

requires proactive measures for prevention, detection and response. Aunalytics offers a holistic approach to security that delivers on the promise of stability and risk mitigation as ever-changing threats surface.

In Logan County's case, a dedicated IT support expert is on-call for immediate onsite support. This trusted advisor assists in mitigating risks to the environment before, during, and after any issues arise. Aunalytics IT advisors include experienced and certified network and security engineers to solve problems before they become newsworthy. Managed IT services protect and maintain all deployed technologies, providing the county with the freedom to focus on its core mission of serving the public.

Measuring Success

The county measures the success of its outsourced IT operations by looking at uptime and risk mitigation. Aunalytics has provided an IT services foundation that reduces the number of internal employee hours allocated to IT management and monitoring. Aunalytics enables Logan County staff to work remotely in a much more efficient and reliable manner than otherwise possible. Furthermore, both the security and disaster recovery capabilities implemented have been exceptional, guarding the county against serious downtime for many years. Beyond the computing environment, Aunalytics also oversees the county's IP-based phone system to ensure employees remain closely connected with the citizenry.

According to Jack Reser, Auditor of Logan County, "The causes of downtime in a distributed IT infrastructure can be innumerable and the county has definitely had its share of events putting its

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