

County Government turns to Strategic Communications for IT support



Customer

Oakland County, Michigan

Industry

Government

Challenges

- Migrating existing web hosting services and licenses
- Providing supportable cloud services to citizens
- Time and knowledge constraints
- Limited IT resources to support a cloud environment

Solution

- License Migration and Management
- Knowledge Migration
- Environment Migration and Management

Results

- A supportable, stable and scalable hosting environment for online applications and web sites
- Freed up IT resources leading to increased efficiency of Oakland County's IT department
- High availability and uptime

Introduction

Founded in 1819, Oakland County Michigan is the second largest county in the State of Michigan. Oakland County is located in southeast Michigan, immediately north of the City of Detroit. The county covers 910 square miles and encompasses 62 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of "Automation Alley", Oakland County is a world technology center. Oakland County's population is approximately 1.2 million, encompasses 440,000 parcels of property, and features one of the lowest operating tax rates in the state of Michigan. Oakland County is one of the few counties in the nation with a AAA bond rating.

Challenges

The service provider maintaining hosting and AWS software licenses for Oakland County's website, applications and G2G Marketplace discontinued service. Oakland County had not been made aware their service provider was discontinuing their service offerings. Jim Taylor, Chief Technology Officer of Oakland County recalls the situation. "It was bad", said Taylor. "Some of our applications and web sites for the county were hosted through a company that essentially – no longer existed." Oakland County needed a third party to take on the liability for the AWS licenses,

as well as offer a completely supportable Managed Services cloud solution.

Solution

Oakland County turned to Strategic Communications. Not only did Strategic take on the AWS licenses needed, they also designed and implemented a custom environment within the AWS Cloud allowing Oakland County to make modifications to their own environment. “We found Strategic Communications who helped the County get to a very supportable cloud environment, said Taylor. “They hit the ground running from the start. They offered a set of new ideas of how we could maximize what we already had, and how adding certain elements to our Cloud environment could really save us money in the long-run.”

Migration Strategies

License Migration – Strategic worked to seamlessly transition or obtain new licensing for various products so that Oakland could stay in compliance.

Knowledge Migration – Strategic had very little turn over with the previous provider, so we performed a full analysis of their environment once fully on-board to ensure that we understood the various AWS services they were using and how best to advise.

Environment Migration – In an effort to ensure that their environment was operating within industry best practice, Strategic performed upgrades to infrastructure and migration of various instances to ensure they are position for future growth, security and disaster recovery/COOP.

Results

With Strategic’s guidance and monitoring, Oakland County now has a rock solid hosting environment for their website, applications and G2G marketplace. Oakland County has a highly scalable, redundant, and supportable Cloud by utilizing Strategic’s Cloud Services, and is using their Cloud platform as a template that

surrounding counties can emulate. The IT resources the solution freed up resulted in hundreds of man-hours that have been allocated to other mission-critical projects. “I can’t say enough about what Strategic Communications has done for us”, says Taylor. “The service they have provided has really freed up our resources and has helped us focus on finding better ways to help and serve the citizens of Oakland County.”

About Strategic Communications

Strategic Communications is an Information Technology (IT) company focused on Cloud Solutions, IT Security, Network Engineering, and A/V systems design. Founded in 1994, the company works with commercial enterprises, State/Local/Education (SLED) institutions and federal agencies across the United States delivering solutions to fit specific business requirements and end-user needs. Leveraging our partner relationships, business longevity, and experience we provide clients with the highest level of customer support. Strategic Communications is a Cisco Gold Partner, Microsoft Silver Partner, AWS Advanced Consulting Partner and an ISO 9001:2015 certified business, offering best in class technical solutions. In addition, the company is classified as a Woman Owned Small Business (WOSB), Woman Business Enterprise (WBE) and Minority Business Enterprise (MBE). For more information about Strategic Communications, please visit www.yourstrategic.com.

To learn more about Strategic Communications and our Cloud offerings, please visit

www.yourstrategic.com

To learn more about Oakland County, Michigan visit

www.oakgov.com

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