

Town of Gananoque

Improving the Information Technology (IT) Environment to Deliver Better Services to the Citizens of Gananoque

Background

Situated in the heart of the 1000 Islands in Eastern Ontario, Gananoque is the home to over 3000 people and a robust tourist industry. Although small-in-size, the Town of Gananoque delivers significant services to its citizens, including Police, Fire, Utilities, Marina, and Recreation services. As such, the Town depends on its IT infrastructure to support mission-critical applications that deliver important municipality services. Unfortunately, the systems and network equipment were aging and well-past a supportable state. The Town recognized that it needed to change its approach to IT management and upgrade systems to take advantage of recent software applications enhancements from Vadim and other vendors.

The Challenges

The primary challenge faced by the Town was the imminent expiration of support for the version of Vadim they were using. Vadim is the Town's financial application used to pay employees, vendors, and collect taxes. The loss of support could adversely impact Town operations since property tax tables could not be upgraded and new pay roll rates could not be applied properly. However, they knew that their systems could not support an upgrade due to several factors, including the use of outdated versions of Windows servers (2003) and SQL database (2005) as well as hardware that was at capacity. The new version of Vadim needed more IT horsepower and up-to-date software. In addition, the Town needed to upgrade the network, security protection, and email services to maintain a productive work environment. So, the clock was ticking to get this critical upgrade completed!

The Process

The Town selected Zycom Technology after a competitive RFP process to become its new IT Managed Service Provider. We were immediately tasked to develop a plan to upgrade systems to support the newest version of Vadim, improve data protection, and to enhance user productivity. We took a structured project



INDUSTRY

Government Municipality

BENEFITS

- ✓ Saved the Corporation of the Town of Gananoque 30% IT Management OpEx that could be reinvested elsewhere
- ✓ Lowered the Total Cost of Ownership (TCO) of IT equipment by reducing the datacenter footprint using Hyper-Converged Infrastructure, which eliminated 70% of existing servers and storage
- ✓ Increased backup retention from 5 days to 7 years
- ✓ Enhanced network security with upgrades to firewalls with total protection service
- ✓ Improved email and messaging service by migrating old Exchange server to Office 365 services
- ✓ Saved \$20,000/year in software license costs after conducting audit

Partner Solutions

[Watchguard](#) Firewalls

[Nutanix](#)

Microsoft Windows Server, SQL

[Microsoft Office 365](#)

[Veeam](#) Backup and Recovery

[HPE](#) Networking

[HP](#) Desktops & Notebooks

[APC](#) UPS and Rack cabinet

[Ruckus](#) Wireless

Cogeco Fibre services

[HostedBizz](#) BUaaS

management approach to evaluate their IT infrastructure; this included highly-defined tasks, timelines, and responsibilities. A project manager was assigned to manage the technical resources, ensure that the work was completed, and maintain a clear line of communication with Town staff.

The deliverables included:

- A detailed analysis of the current state of IT
- An analysis of risks and threats
- A detailed budget to upgrade the infrastructure
- A project plan to complete the upgrade

This effort gave the Town the business case it needed to garner Council approval to proceed with an extensive upgrade project.

End-Result

Now, the Town enjoys a stable, fast and secure network that is reliable. In fact, the Treasurer reports that the upgrades have increased her ability to generate finance reports that once took ten minutes, to thirty seconds.

Zycom continues to provide a full IT management solution to support the new infrastructure as well as helpdesk services to assist users with problems. Our IT services focuses on real-time monitoring, management, problem resolution and preventative maintenance. This service provides the Town with the expertise and capability to maintain their infrastructure at a fraction of the cost of hiring internal resources.

The result is a happy client and user base. Our client says it best:

Testimonial

"They [Zycom] brought innovative solutions forward that significantly reduced our IT infrastructure footprint while providing higher performance support of applications with increased resiliency utilizing Nutanix and VMware. Thanks to Zycom's end-to-end services and solutions, we finally have peace of mind."

- Melanie Kirkby, Town Treasure

Zycom Solutions

Project Management
IT Managed Services
Professional Services
Backup-as-a-Service
Financing (Leasing)
Strategic IT Planning

Awards

This case study was submitted to the Canadian Dealer Network 2017 Elite Awards; a national award program that recognizes outstanding achievement for IT services and support. Our work with the Town of Gananoque was recognized for its innovative approach to reducing costs and improving their IT infrastructure. We were awarded the top award level. Click [here](#) to learn more.

