New York Township

A suburb of New York City with over 150,000 residents and multiple incorporated villages. The township like many municipalities has a limited budget for technology expenses, but high reliability and uptime needs to meet the citizen's needs. These consist of a number of manufacturing units as well as sizable commercial entities.

The Challenge

The Town had an expensive annual capital expense to maintain the equipment for five to ten year life cycle. The equipment consisted of multiple manufacturers and was still highly functional after end-of-life support was reached. Unfortunately, the Town did not have the technical staff to maintain the equipment and minimize downtime.

The Solution

CCSI's solution was a Managed Infrastructure Maintenance Support service called CCSInet to reduced the expensive annual capital expense and extended the life of the equipment that were at end-of-life support. CCSInet covered all of the manufacturer equipment being the feet on the street for all service calls. CCSI also customized the service to provide nightly backup device configurations to minimize downtime and improve reliability at a lower budget than previous OEM support.

Benefits and Results

CCSI's custom solution with CCSInet meet the specific Town needs to reduce the maintenance budget while receiving improved reliability and uptime. The Town now had one vendor to cover multiple manufacturer platforms for current need and future growth. The managed maintenance support extended life of the equipment beyond end-of-life support and protected investment of all on going infrastructure expenditures. It also permitted Town IT staff to focus on day-to-day operations.

Environment

- Township
- Limited Budget
- Over 150,000 Residents
- Suburb of NYC

Challenges

- High Annual Capital Expense
- Maintain Equipment Investment

Solution

- CCSInet - Managed Infrastructure Maintenance Support

Benefits

- Substantial Savings
- Extend Equipment Life
- Multiple Manufacturer Platforms Covered

"CCSI helped out town deliver one stop vendor coverage on multiple manufacturer platforms.
They deliver a solution not only for our current needs, but also for future expansion"

- TECHNICAL DIRECTOR FOR TOWNSHIP

About CCSI

Contemporary Computer Services Inc (CCSI) helps companies overcome challenges and identify opportunities to achieve exceptional results. CCSI is a leading provider of technology services and solutions, bringing value and collaboration to companies.

For more than 40 years, CCSI has provided clients in both the private and public sectors with a rock solid foundation on which to secure their organization's future. We recognize that every client and every industry is unique. Therefore, we never take a cookie-cutter approach when designing IT solutions. In fact, we consider it our responsibility to find the strategy that suits each client's individual needs.

CCSI provides the highest quality of service in the industry for the full spectrum of technologies–from mobility to PCs, network infrastructures, managed services, IP telephony, cybersecurity, cloud services, SD-WAN, to storage solutions. At CCSI, we believe that technology exists to make our lives - and our businesses - simpler, more productive, secure, and ultimately more profitable. Partner with us and discover what sets us apart from the rest. Learn more at www.ccsinet.com.

We listen, we care, and we respond. Let's Grow Together.

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