CLOUD-BASED RESILIENCE

Direct Technology Guides a Major Public Safety Communications Center Towards IT Resilience

CHALLENGE

First responders need to be agile, ready to jump into action and adapt to rapidly changing conditions. That goes for a department's IT team, too – but our client, the Public Safety Communications Center team was overburdened and felt they were always playing catch-up maintaining their large on-premise footprint.

In their emergency response role, equipment must be available and running smoothly 24/7, and like many large-scale organizations, our client also attracts malicious cyberattacks and constant phishing attempts. To mitigate these challenges, they sought to begin offloading infrastructure to the cloud. Lacking in-office experience with cloud migrations and modernization, their IT team turned to Direct Technology.

Why Direct Technology?

- A resilience-based approach to modernization
- Managed IT Program with 4.8/5 end-user satisfaction rating
- Flexible payment options
- Wide expertise among IT team
- Ability to take on any IT project
- 20+ years of company experience in public safety, government sector, & private sector

SOLUTION

Direct Technology kicked off with a month-long assessment phase where we helped the client overhaul group policy and security roles, cleaned up and streamlined Active Directory, and planned a phased migration that would keep mission-critical elements of their work online at all times. We devised a hybrid infrastructure model that would significantly lighten their on-premise load while maintaining existing data that must be stored on a local Exchange server.

Moving into the migration phase, we focused in on security and automation. In O365, we bolstered threat protection and added multi-factor authentication, which meant we could remove third-party antivirus and VPN software. We also added geo-restrictions to mitigate potential outside attacks. Finally, we migrated the back office and data to SharePoint, which allowed the client to automate business and accounting processes and share data through OneDrive and Teams.

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IMPACT

This project saved the communication center significant cost, resources, and headache. Direct Technology reduced cost while improving security and user convenience by consolidating tools into one place, within O365, and removing third-party tools (which are extra vulnerability points for a network). In addition, our experts knew of free email security frameworks that help prevent spoofing/phishing attacks, and installed them for the client.

Thanks to the migration, our client now has access to newer Office versions whenever Microsoft pushes them, as well as O365 productivity tools – great for roadmapping the future of their IT and their business. As part of that long-reaching effort, they enrolled in Direct Technology's Managed IT program. Now, the department can focus on service and protection knowing that their IT operations are running efficiently and securely.