

# PolarStar™ and vCIO Highlights

## Case Study

### OUR CLIENT:

CITY GOVERNMENT OF OREGON CITY, OREGON

### THE ISSUE:

IMPROVING SUPPORT AND INCREASING THOUGHT LEADERSHIP



## CITY OF OREGON CITY

AT THE START OF 2013, IT WAS APPARENT THAT OREGON CITY'S INCREASED NEED FOR IMPROVED SUPPORT AND THOUGHT LEADERSHIP IN INFORMATION TECHNOLOGY DEMANDED ADDRESSING. At the time, the city employed one full-time IT/GIS manager and used an outside network consultant for network, desktop, application, and user support.

The IT Manager found himself in a role where he was spending greater amounts of time servicing end-user requests, when he knew that expanding his strategic thinking would benefit the city much more. Knowing it was time to bring a new vision for technology to the city, the IT Manager published an RFP for expanded outsourced IT services, with a goal of:

- Improved response time in the field for all city departments
- Centralized IT decision making
- Remotely-managed, centrally-staffed, robust help desk
- Expanded project management and project (hardware/software) delivery services
- Expanded external strategic consultation



City Hall of Oregon City



New Oregon City Arch Bridge

**SELECTING POLAR SYSTEMS:** Oregon City issued an RFP for such services in April 2013, and scored the respondents on project approach, experience, cost, and references. From this process, the selection steering committee made a recommendation to department heads, and Polar Systems was selected.

"Polar Systems currently provides IT support services to other local municipalities our size and larger," said David Knoll, IT Supervisor. "They have experience with specific Public Safety applications we use and have a deep help desk support team. In addition, they have experience working with the Police Department on a project basis implementing an e-ticketing system and providing excellent service."

In the end, the City of Oregon City did not select the vendor with the lowest cost, but instead chose the solution recommended by Polar Systems, which they felt was the best match overall for the city's IT needs.

**vCIO SERVICES AND POLARSTAR MANAGED SERVICES:** Polar Systems' Virtual CIO Services (vCIO) and PolarStar™ Managed Services are the names for the wide breadth of solutions Polar is bringing to Oregon City's IT environment. A Polar Systems vCIO provides a leadership role for the IT environment, assisting with organization and management of the evolution of the environment. PolarStar Managed Services ensure reliability, flexibility, and performance via proactive technology management services and on-site support and a 24x7 Help Desk via reactive support services.

The first step once the partnership was put in place, was to conduct a city-wide IT site assessment, analyzing current processes on the criteria of reliability, scalability, manageability, efficiency, remote accessibility, and security; and providing an actionable plan for addressing any issues discovered. Polar Systems then made recommendations for implementing best practices, reorganizing and reconfiguring the city's network, and transforming it to be a high performance, fault tolerant environment. Once the current state of Oregon City's IT environment was understood and an IT roadmap built out, Polar Systems implemented ongoing, dedicated on-site technical support to support the mission of improved customer satisfaction and rapid standardization of the IT environment.

THE POWER OF EXPERT IT



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Polar Systems' vCIO Services typically include project management, stakeholder representation, technology assessment, vendor management, IT roadmap and strategic consulting, budgetary development, staff development and more. Polar Systems' vCIO Services are proactive in nature and are designed with the flexibility needed to support the unique needs of Oregon City. As part of the onboarding process, a plan was developed to reach mutual agreement of the best use of vCIO resources in support of the city's most pressing needs.

PolarStar Managed Services include unlimited remote and on-site support as it relates to triage and problem resolution for Oregon City's in-scope IT environment. PolarStar services for the City of Oregon City include:

- Server Management  
(for approximately 24 servers)
- Asset Auditing/Inventory
- Monitoring/Alerting
- Patch and Maintenance Event
- Backup Management
- Anti-Virus Management
- OS Management
- E-Mail Management
- Anti-Spam Management
- DNS Hosting
- Network Device Management
- Desktop/Laptop Management  
(for approx. 150 workstations)
- Mobile Device Management
- Printers and Other Device Management
- Vendor Relationship Management
- Quarterly Consultation
- Reporting
- Agreed-upon Guaranteed Response Time
- Additional Network Services
- Scheduled On-site Support
- Reduced Hourly Labor Rates  
for the contract period

In only the first year of the partnership, the city is already seeing the benefits. "We can see Polar Systems' methodology in action," said IT Supervisor David Knoll. "Polar has put into place a project roadmap that addresses both short-term wins and long-term projects. Our goal is a centralized IT environment that is easier and less costly to manage. We have come to expect a high level of service to both Project Managers and end users."

"Polar's use of remote and on-site staff, as well as a robust ticketing system, has increased support and reduced the length of open tickets within City Hall and the various departments of Oregon City," says Knoll. "Polar's ticket logging and service delivery has helped meet and exceed our expectations of great IT service."

#### *About Polar Systems*

*Polar Systems, Inc., founded in 1981, has built a reputation as one of the premier technology consulting providers in Oregon & SW Washington. The company's diverse client list includes many of the best-known companies and government agencies in the area. Polar Systems is a Dell Premier Partner and a charter member of the Microsoft Certified Partner program.*

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