

QUICK FACTS



Industry Focus:
Local Government



Employees: 125+



Locations: City Hall and
two fire stations



Primary Solutions:
Hyperconverged
Infrastructure, Network
Monitoring



ITP's experience and responsiveness made moving to Scale Computing one of the smoothest migrations I've ever done. Now I have an upgraded solution in place that costs me far less and uses less equipment.



Bobby Kewan

IT Director
City of Pewaukee

CHALLENGE

The City of Pewaukee's network supports vital services including the fire department, public works, city planning, and the city clerk's office. Kewan is a one-man IT department, constantly under pressure to maintain a network thousands of citizens depend on every day. In 2018, the SAN began running out of space and needed to be upgraded along with the hypervisor and host servers. The \$150,000 cost to replace everything was prohibitively expensive for the city's limited IT budget. He started looking for a vendor he could trust to recommend a no-nonsense solution that was right for his situation. That vendor also needed to be transparent, responsive, and able to keep him well informed.

"My equipment was aging and starting to fail. I was struggling to come up with the money in my tight annual budget to pay for what was going to be very expensive replacements. I needed a solution I could not only depend on but also afford - and I needed guidance from an experienced IT provider." - Bobby Kewan

SOLUTION

That's when ITP came on the scene. After a thorough network assessment, ITP recommended the Scale Computing hyperconverged platform. It allowed the city to upgrade and expand their virtual environment for less than half the cost of going through other vendors. Scale Computing was also faster and easier to use than the city's previous system. Now Kewan can add more space to a server in less than 10 minutes. ITP was there at every stage of the migration to ensure a problem-free deployment.

"It was the smoothest migration I've been a part of in nearly 30 years in IT. ITP jumped right in with ideas whenever we hit an issue during install and testing. The cutover didn't disrupt any essential services. I had the confidence of knowing exactly what was happening at all times and always received quick responses to my questions. Working with ITP on the transition to Scale Computing made the entire process seamless."

SUCCESS

Thanks to Scale Computing and ITP, the City of Pewaukee replaced aging infrastructure with a stress-free, easy-to-manage solution that stayed well within budget. Vital city services now run on an upgraded platform that will serve the city dependably for years to come. Kewan can count on both ITP and Scale Computing to deliver top-notch customer service anytime day or night - an invaluable stress reliever to the only city IT employee. Scale Computing is constantly monitoring the system and regularly supplies updates and new hardware for Kewan. His positive migration experience led Kewan to continue to work with ITP for network support and network monitoring.

"ITP took the time to learn my pain points and offered a solution that was perfect for me. Their experience helped me feel confident I could trust their recommendation - and they really knocked it out of the park when it came time to deploy the system. ITP and Scale Computing are a knowledgeable team backing me up at every step."