SkyTide

CASE STUDY

PUBLIC SECTOR SUCCESS STORY

SkyTide Group partnered with an IT Operations Manager to overhaul their municipality's network, achieve compliance, and build a future-ready infrastructure.

OVERVIEW

Our client, a mid-sized Colorado municipality serves a population of approximately 10,000 residents, known for its mix of families, outdoor enthusiasts, and small business owners.

CLIENT SNAPSHOT

Industry: Municipal Government

Location: Glenwood Springs, Colorado

Size: 200+ employees across multiple departments and facilities

IT Team: Small internal IT team augmented by SkyTide Group's support.

Services: Co-managed IT, cybersecurity hardening, Microsoft 365 deployment, infrastructure upgrades, ongoing strategic planning.

Challenges: Aging infrastructure, inconsistent cybersecurity practices, limited IT bandwidth, and the need for secure remote access across departments

Outcome: Modernized infrastructure, improved cybersecurity compliance, enhanced collaboration tools, and a scalable IT strategy tailored for municipal operations

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THE CHALLENGES

For this municipality, growth and increased demand revealed areas where the infrastructure needed refinement:

Frequent Network Outages: caused disruptions that impacted day-to-day operations.

Limited Monitoring Tools: left the IT team unable to proactively address potential issues.

Newly Procured Hardware: required expert configuration to fully realize its potential.

Non-Compliance with CJIS Standards: posed security and regulatory risks.

Aging and Redundant Equipment: added unnecessary complexity and inefficiency to the network.

Unclear Priorities: made it difficult to decide where to focus efforts for maximum impact.

OUR SOLUTIONS

365 Security Overhaul - We secured the municipality's cloud by applying CIS best practices to M365, strengthening controls and protecting sensitive data.

Network Segmentation and CJIS Compliance - We ensured CJIS compliance by implementing ACLs, network segmentation, and configurations, safeguarding data and enhancing performance.

SAN Storage Implementation - Provided expertise to configure and replace the outdated SAN with a new, optimized system integrated into the virtual environment

Network Hardware Upgrade and Cleanup - Replaced outdated switches with modern hardware and cleaned up redundant VLANs, subnets & ACLs, streamlined the network.

Monitoring System Deployment - We implemented proactive monitoring for real-time visibility, enabling the IT team to address connectivity issues before escalation

Helpdesk and End-User Support - We took over helpdesk management, allowing the IT team to focus on strategy while ensuring alignment through regular feedback.

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THE RESULTS

SkyTide Group worked hand-in-hand with the IT Operations Manager to execute the project with precision and expertise.

Seamless Onboarding: Onboarding processes for new staff were simplified and accelerated, improving efficiency.

Hardware Modernization: Outdated hardware was replaced, with new systems fully operational and optimized.

CJIS Compliance: The municipality achieved compliance, ensuring secure and compliant data handling.

CIS Best Practices: These were successfully implemented across M365 and the virtual environment, enhancing operational reliability.

Improved Monitoring: Real-time tools now provide actionable insights into network health and connectivity issues.

Enhanced Security and Efficiency: A cleaner, optimized network supports the municipality's long-term goals.

CLIENT FEEDBACK

"I couldn't have asked for a better partner on this project. Your team's dedication, even over the weekend, gave us the confidence to tackle these challenges head-on. The updates and improvements are making a real difference, and it's great to know we have a team we can rely on when it counts."

-Nick G. IT Operations Manager

- **Uptime and Reliability:** Improved system stability and reduced downtime.

- **Enhanced Security:** Robust security measures ensure compliance and protection of critical data.

- **Ease of Administration:** Streamlined processes and modern tools allow for more efficient management of IT infrastructure.

- **Confidence in the Future:** The client now has the confidence and clarity to tackle upcoming projects with a secure, optimized environment in place.

CONTACT US