CASE STUDY

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

SUCCESS STORY

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.

BACKGROUND

This mountain community balances a rich history with a focus on growth, making it a hub for tourism, local government services, and infrastructure development. Its unique location and diverse needs require reliable, secure technology solutions to support day-to-day operations and long-term progress.

When the IT Operations Manager of this forward-thinking Colorado municipality sought to modernize their technology infrastructure, they partnered with SkyTide Group to turn vision into reality.

Together, we executed a comprehensive network overhaul that elevated operations, enhanced security, and ensured compliance—all while showcasing the manager's leadership in driving critical improvements.

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

- **UM365 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- **SAN Storage Implementation –** Provided expertise to configure and replace the outdated SAN with a new, optimized system integrated into the virtual environment

- **Network Hardware Upgrade and Cleanup –** Replaced outdated switches with modern hardware and cleaned up redundant VLANs, subnets & ACLs, streamlined the network.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

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.