ATTENTUS TECHNOLOGIES

STABILITY & REDUNDANCY

Technology Management for Government

GOVERNMENT

When an organization, like a city government, requires perfect or near-perfect uptime on their technology-based services, they need to work with a professional IT resource that can help them identify the correct solution for them.

CASE STUDY

Local Governmental Body

A local governmental body and associated agencies manage city permits, residency, parks and trails, community and senior centers, and local utilities.

Their Challenges

Due to the range of services they provide they require technology to be performing at 100% all the time. Government agencies require 24/7/365 uptime for their IT infrastructure. This includes services that enable customers to:
- pay bills
- apply for licenses
- pay taxes
- apply for permits and more.

Specific outage windows for scheduled maintenance are acceptable, but any extended downtime should be avoided at all costs.

They were relying on aging equipment and old software. This caused:
- staff to attempt to find after-hours time for updates and maintenance, creating unpaid overtime
- funtionality availability problems for their constituents.

They wanted to ensure they had the systems and infrastructure in place to keep operating in the event of a system failure; they wanted redundancy.

Our Solution

With the goal of reducing downtime, Attentus implemented a Hyper-V Failover Cluster environment that allows critical services will be able to operate during maintenance windows.

For this solution:
- two host servers
- 10GB supporting network infrastructure
- some additional hardware.

Once the new hardware was installed, we worked with the client to migrate their existing services onto the new cluster environment, completing the transition to the new technology solution.

The Results

The client can now operate consistently and securely with 100% uptime, even during maintenance periods. They reduced the costs of their IT infrastructure by replacing their aging equipment.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

Partner With Us Today

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