



# Brilliant IT SOLUTIONS

CASE STUDY – CP101



## Solution Overview

Products and Services  
IT Assessment  
Industry  
Government  
Organization Size  
Medium (51-4,999)  
Country  
Canada

## Our Services

### Security Assessments

An in-depth study of your premises and network to locate security vulnerabilities and risks.

### Compliance Audits

An internal audit can help you determine where you are with compliance.

### Risk Management

Minimize the impact of change and upgrades on your organization by conducting a risk management assessment.

### Strategic Planning

Where will your company be a year from now? Two? Five? Let us help you plan for success!

### Project Management

We can help you plan, organize and manage your resources to bring your projects to a successful completion.



## BUSINESS PROFILE

A municipal government responsible for the smooth operations of a city, including operating recreational centers, police and fire departments, a museum, public works and more. The city employs approximately 200 workers.

## BUSINESS NEEDS

As with many government operations, this city had fallen behind in its technology infrastructure. Much of the hardware and software in use was grossly out of date, but budget constraints were an issue. Additionally, some of the management was highly resistant to change.

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*"...thanks so much for a job well done!"*

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## SOLUTION

We performed an in-depth network, hardware and software inventory, and we conducted interviews with all major stakeholders and users. The resulting detailed assessment, along with recommendations, enabled the IT manager to obtain management support for needed change.

## BENEFITS

Based on our recommendations, the city was able to vastly improve their infrastructure, along with implementing a strategic plan to update all software used by the city over the following few years.

This has resulted in a much more stable, easier to support environment, along with increased employee productivity and satisfaction.

The IT manager was very pleased with the results of the assessment: *"I never would have been able to push these change requests through council without your well written assessment – thanks so much for a job well done!"*