

## CASE STUDY:

# *Pawnee City Clerk's Office*

Pawnee City, Nebraska, administrators found that despite their smaller size, they still faced many of the same technological challenges as the larger cities, but with the added complexity of being located hours from major IT hubs.

After working with a few local break/fix computer repair shops over the years, they knew it was time for a change.

"We realized that our business network required an overhaul in order to keep it safe," said Tamela Curtis, the Pawnee City Clerk/Treasurer. "We weren't sure where to begin and needed a knowledgeable and reliable technology company to assist us."



## Assessment

Capital Business System's vCIO (Virtual Chief Information Officer) met with the Pawnee City Clerk users and staff, in order to gain a detailed understanding of how they use their systems and what IT issues they faced in their daily roles.

That was followed by a review of the physical hardware currently in place, the software deployed on that hardware, as well as the overall security level of the network.

Our vCIO then created a Network Assessment Findings report which identified a number of critical issues that needed be addressed.

## Challenges

The issues identified, while serious, were not at all uncommon. Most stemmed simply from being overlooked for a number of years and because the network had not suffered any major disruptions during that time.

Along with outdated and unsupported software that increased the chances of malware infections, and file backups that relied on generic and unsecure protocols, the assessment also found that there was no proactive maintenance or monitoring being performed on the network.

Perhaps most vitally, there was no backup and disaster recovery plan in place that would have guided the network administrators through the necessary steps if the network should ever become compromised.

## Solutions

Capital Business Systems implemented an advanced backup and disaster recovery solution to thoroughly protect the city's data and network users.

This includes hourly data backups to a secure off-site location and daily verification to guarantee that the entire system is continually backed up and replicated in case of a network issue, or if staff need to transition to working from home – all without the need for additional hardware.

All software was updated, including the latest features and security patches.

Capital Business Systems provided the Pawnee City team with helpdesk support for any issues that may arise during the course of the business day, meaning that issues will be resolved within minutes, not hours or days. Additionally, monitoring agents allow Capital Business Systems experts to keep an eye on the health of the network and perform maintenance tasks proactively when necessary.

Lastly, our vCIO created a technology roadmap that will allow Pawnee City to stay in front of technology trends and find new ways to leverage technology to improve their business processes.

*"Capital Business Systems has been very professional, courteous and patient with us," said Tamela Curtis, the Pawnee City Clerk/Treasurer. "We are at ease knowing that we have a reliable partner handling all of our IT issues and that they will be here for us when we need them."*

## Results

Today, the Pawnee City Clerk's network is more stable and secure than ever. Hourly backups and ongoing file replication ensure their data is always available. Updated anti-viral support provides the most current defenses against malware and other viral attacks. The network monitoring and helpdesk access mean that the City Clerk's office can focus on their city and citizens, instead of worrying about the health of their business network.

## Contact Capital Business Systems

To learn more about how Capital Business Systems can help strengthen and secure your business network, contact us today.

sales@capitalmds.com  
1-800-221-0604  
[www.capitalmds.com](http://www.capitalmds.com)

