



SUPPORTING THE WORK AT HOME (R)EVOLUTION

SUCCESS STORY > City of Indianapolis-Marion County



The City of Indianapolis-Marion County is the 17th largest city in the U.S. with more than 3,000 public safety employees, 40 agencies and over 7,500 employees. The City-County's IT system is managed by The Information Services Agency (ISA). Much of the technical responsibilities have been outsourced to managed services agencies since 1995. Bell Techlogix was awarded a \$30.5 million, five-year contract in July of 2019 to support the City-County's IT operations.

Devices: 8,800

Infrastructure Devices: 1,100

Tickets per month: 4,120

Challenges

- Transition the City-County employees to a remote workforce.
- Ensure the safety of City-County employees and field technicians supporting emergency responders
- Many employees work on desktop workstations which are difficult to move from office to home
- Limited availability to laptops offline from City-County network for updates and security patches
- Increased call volume due to COVID-19

Solutions

- Cosmetically cleaned and rapidly deployed 800+ loaner laptops
- Set up socially distant, responsible pop-up tech cafés to support dispatch and deployment of loaner laptops
- Implemented a Cloud Management Gateway (CMG) to manage Configuration Manager clients on the Internet
- Remediated Citrix VPN connectivity issues for remote users in response to COVID-19
- Implemented WebEx, working closely with ISA, for use across the City-County enterprise

Results

- Enabled a productive remote workforce
- Maintained a measured Customer Satisfaction Level of 3.7 out of 4.0
- Increased resiliency and security of City-County Infrastructure
- Increased security and end-user productivity

The Challenge



The City of Indianapolis-Marion County required a transition to a remote workforce. With work restrictions and other issues related to COVID-19, this transition presented several challenges, such as creating solutions for employees who primarily have a desktop workstation, coordinating the deployment of laptops compliant with COVID-19 guidelines, and developing a secure connection when logging in outside of the City-County network.

Solutions



Bell Techlogix began a transition plan in less than two weeks. Our team cosmetically cleaned, reimaged and deployed over 800 loaner laptops to employees. Two pop-up tech cafés were set up in the City-County building to distribute laptops - with COVID-19 guidelines in place (social distancing, limited capacity, masks, sanitizing stations). A Cloud Management Gateway (CMG) was implemented to manage clients on the internet. Bell Techlogix deployed the CMG as a cloud service in City-County's Microsoft Azure to enable management of traditional clients (laptops) that roam on the Internet without additional on-premises infrastructure. This prevents the City-County from exposing its on-premises infrastructure to the Internet. Additionally, the infrastructure team remediated Citrix VPN connectivity issues and implemented WebEx, working closely with the Information Services Agency (ISA), the information technology services provider to the City-County, for use across the entire City-County enterprise in preparation for employees transitioning to work from home.

During this transition, as 5,000 users migrated from the office to working remotely, Bell Techlogix Service Desk supported twice the average call volume. Bell Techlogix field services/deskside support technicians continued supporting critical City-County departments, including Indianapolis Metro Police Department, Marion County Sheriff's Office and Indianapolis Fire Department. The team quickly implemented safety and social distancing protocols, including PPE for all employees, rotating schedules, reorganization of office space to comply with social distancing.

Results



These solutions increased resiliency and security of City-County infrastructure.

Despite the rising call volume related to COVID-19, the service desk maintained a measured Customer Satisfaction Level of 3.7 out of 4.0. The transition also increased security and end-user productivity with new technology and new collaboration tools.