

Municipal IT Outsourcing for a New Era of Municipal Mandates

IT and Network
Infrastructure

ProActive Security®

Public Safety

IT Support/Help Desk

Backup & Disaster
Recovery

VoIP/Telephony

Geographic Information
Systems (GIS)

Growing municipalities with shrinking budgets are learning to think and act creatively to protect, provide for and inform their citizens. One mechanism that is revolutionizing service delivery for many government entities is the **municipal IT outsourcing**. As an award-winning provider of IT services and solutions, **InterDev has become a trusted IT services provider** for more than 30 city, county, and state entities to help them cost effectively meet or exceed their IT management, maintenance, and support attainment goals.

From making government updates and services available to residents online to managing public safety communications and ensuring continuity during man-made or natural disasters, InterDev helps its municipal clients achieve a robust, well-implemented, managed and monitored IT infrastructure with enhanced municipal service delivery. We have demonstrated experience helping public entities transition through the phases of startup to high growth city as well as supporting the more sophisticated requirements of established cities, counties and statewide organizations.



CITY HALL
ESTABLISHED 1908

Outsourced IT Services for Government



IT and Network Infrastructure

In today's digital landscape, a municipality is only as strong as its IT systems. InterDev has decades of experience helping clients build, optimize and maintain robust, secure IT frameworks to serve them now and in the future.



ProActive Security®

With hackers increasingly targeting even the smallest municipalities, network security is paramount. InterDev's stringent, proven methodology provides the greatest possible degree of certainty that its municipal clients won't be compromised by an attack.



Public Safety

Public Safety no longer means reactive police and fire services. Best practices dictate—and InterDev provides, manages and supports—a proactive structure including video analytics, automatic license plate recognition (ALPR), in-car camera systems and mobile data terminals, as well as fully integrated police and fire dispatch systems.



IT Support/Help Desk

After helping determine service priorities based on available resources and budgets, InterDev implements an expert solution that enables logging, tracking and resolving support and help requests within the contracted time frame for each incident type.



Backup & Disaster Recovery

Backup and disaster recovery aren't simply important for government entities; they are mission critical. Our best-practices approach ensures municipalities can continue operating with their data and systems intact no matter what scenarios unfold.



VoIP/Telephony

InterDev deploys and supports industry-leading Voice over Internet Protocol (VoIP) solutions, including enhanced voice mail, conferencing, videoconferencing, call routing/call centers, and more, all of which we actively manage for optimal integrity and quality.



Geographic Information Systems (GIS)

GIS is an integral component of administration and delivery of services for today's municipalities. InterDev works with leading GIS providers to ensure its government clients can fully leverage GIS for mapping, tracking, public safety and other key requirements.

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City of Sandy Springs Fully Managed IT & GIS Services



InterDev is responsible for all elements of the City of Sandy Springs' information technology and communications infrastructure and support as well as GIS Services. We are actively helping the City to implement system updates and advances in the areas of multimedia communications, data processing and storage management to optimize delivery of public safety and services.

Specialized components of this contract include a new, highly secure communications framework that provides such direct public safety benefits as automated license plate recognition, in-car and on-officer video, traffic cameras and the ability to patch in school and corporate camera feeds. InterDev has also helped the City deploy a comprehensive backup and fail over disaster recovery solution that delivers a continuity of IT services and communications from a secondary location within seconds of a disruptive event. Further, InterDev is helping facilitate data sharing for a crime prevention effort between the Sandy Springs and Alpharetta Police Departments.

City of Dunwoody Fully Managed IT Services



InterDev provides turn-key staffing, services and infrastructure for the city's entire Information Systems environment, from IT hardware security and upgrades to fiber-optic communications. All levels of IT support are provided, from advisory CIO and security officer positions to network engineering, network administration and help desk support.

End-user training and support are key components of InterDev's plans to increase user efficiencies and promote a security-conscious user community. InterDev is also building the City of Dunwoody's security into its systems from the ground up, and is helping the City leverage synergies with the City of Sandy Springs to the mutual benefit of both cities.

Villages of Buffalo Grove, Glenview, Kenilworth, Lake Bluff and Lincolnshire Fully Managed IT Services



When InterDev landed contracts with a collective of Chicago-area villages, it represented not only a new group of clients, but also an innovative, collaborative shift in IT service delivery for five communities and their citizens. The outcome was a shared services, staffing and infrastructure solution operating under the management and guidance of a single IT provider. By working with InterDev exclusively, all five consortium members are leveraging economies of scale to reduce IT spending per user, eliminate duplicate IT systems, provide members with better access to resources and prevent knowledge and service gaps common with staff turnover.

For the consortium, InterDev provides all IT services including selecting, configuring, managing, monitoring and maintaining all IT hardware, software and ERP systems. InterDev also oversees administration of the Consortium's electronic mail servers to comply with state and federal archival requirements, administration of the Consortium's VoIP system, the development and administration of state-of-the-art security protocols and platforms, and IT resource and information sharing for all five Public Safety departments.

City of Highland Park and City of Lake Forest, Public Safety Managed IT Services



InterDev provides IT services and support for all public safety applications as well support of the Computer Aided Dispatch (CAD) for all emergency vehicles for the Police and Fire Departments.



City of Lawrenceville and Lawrenceville Police Department



Complete Network Redesign and Implementation; Design and Implementation of Backup and Disaster Recovery Plan

InterDev implemented a major upgrade to the Lawrenceville Police Department's server infrastructure, migrating the police department from Windows Small Business Server to Windows Server Enterprise Edition. InterDev configured and deployed a major server and SAN upgrade for the City in partnership with Dell enabling the City to continue its growth and expansion plans and retire much of its aging infrastructure.

We deployed a HA (high availability) Exchange 2010 Server environment that provides Lawrenceville Public Safety with the highest industry standards for protection against hardware failure and software corruption, while also providing greater uptime of the email system.

A disk-based, image backup solution captures server backups every 15 minutes, 24 hours a day. Should there be a catastrophic hardware failure and a suitable replacement server is not available, any server can be up and running within minutes of failure, restoring the server from any of the points of time that the snapshots were taken.

City of Johns Creek



IT Security and VoIP Telephony Solution

InterDev consulted and supplied Barracuda Security Appliances—Spam & Virus Firewall, Web Filter, Backup Server and Message Archiver as well as the CudaTel VoIP Communications Server deployed with redundancy between City Hall and multiple Fire Stations. InterDev's onsite technical support staff was available for the installation, integration and training of all security appliances, as well as the CudaTel VoIP Communications Servers.

State of Georgia, Office of Insurance and Safety Fire Commissioner



IT Monitoring, Maintenance and Security Services

InterDev supplies ongoing IT Security Services, system maintenance and upgrades to the State of Georgia, Office of Insurance and Safety Fire Commissioner (OCI). We have serviced this state government account of 250 users continuously since 1996.

Initially, InterDev provided server installs and upgrades. Over time, the scope of our services grew to include our Managed Security Service.

InterDev manages OCI's network and internet gateway, server and desktop security, routers, firewall, systems backup processing and other critical systems.

InterDev has implemented a business continuity plan and systems infrastructure that allows for rapid systems and data recovery and provides an off site replica in our data center in Suwanee. Our backup and replica systems can completely run their critical servers in our data center in the event of a catastrophic failure at their main facility.

City of Brookhaven



Fully Managed IT & GIS Services

InterDev worked with the City of Brookhaven since before its incorporation and was instrumental in ensuring its IT framework and associated services were functional on the first day of cityhood, December 17, 2012. Over a period of 10 days, all technology and communications functionality and City services were developed from the ground up to include full IT support, networking, Internet access, email, security, VoIP phones, remote access and data backup.

The network and computing infrastructure now supported and served City operations and its 50+ city employees and contractors, the City Court Facility, as well as the police department, which require secure, integrated support for desktop, laptop and in-car systems used by Brookhaven's first responders.