



The City of Burnet – Stretching Expectations

On the map of technical capabilities, the City of Burnet is one of the biggest little towns in Texas. Forward thinking city leadership, expert planning and a desire to stretch expectations have resulted in remarkable capabilities and efficiencies for this Hill Country community.

Once faced with limited network, email and backup capabilities, the City of Burnet recognized that they needed help. Earning the opportunity, N9 worked with city staff to formulate and execute a plan to improve employee efficiency and to better serve the public. Setting aggressive and detailed timelines, N9 helped stabilize email and security systems, deployed new hardware and technologies, and raised the bar for what is possible in a small community.

City Manager David Vaughn states that ***“With direction and guidance from Neptune9, the City of Burnet is on the leading edge of what is possible for small communities. Our ability to serve the public and support our staff has grown immeasurably.”***

The Problem(s):

- Email was hosted by ISP and POP. Outages were frequent and user options were very limited.
- City sites not connected; serviced by lone servers on location. This lack of connectivity increased monthly costs (internet and phones) and greatly limited overall technical capabilities. Made backing up data very unreliable.
- Multiple Active Directory domains and servers (the multiple servers made management difficult at remote locations).

The Solution(s):

- Transitioned email to an in-house Microsoft Exchange solution with redundant, secure Active Directory management.
- Overhauled equipment including rack mount servers, UPS and documented design and configuration, introduced centralized storage with SAN and multiple DAS units, and other design features that have provided greater security and reliability.
- Designed and deployed Cisco-based Fiber LAN network connecting all city locations, which has resulted in greater efficiency, increased data security, while reducing monthly operating costs.
- Enabled Remote Access for City employees including secure access to a variety of specialized and standard applications.
- Deployed centralized managed antivirus protection, spam and internet content filtering.
- Deployed Cisco wireless access points to all city owned locations, thereby providing secure wireless access for city staff and an open network for use by the general public.
- Deployed Police in-car camera systems connecting to the City wireless network.
- Deployed and managed a VoIP (internet based) City phone system resulting in greater efficiency and connectivity for staff. This transition provided significant cost savings.
- Aggregated multiple servers using Microsoft VM software. This solution greatly reduces the chance for downtime and provides significant cost savings in hardware.