

# “IT in a Box” Saves Morehead, Kentucky \$28,134 and provides the city with Dedicated Technology Support



➔ KLC helps city stabilize data backup and disaster recovery, better respond to open record requests, and delegate all IT support to experienced professionals.

Residing in the beautiful northeastern Kentucky mountains within the Daniel Boone National Forest, Morehead is a city of almost 7,000 people approximately 70 miles east of Lexington. It's also home to Morehead State University, ranked as a top public school in the south, and Cave Run Lake, an 8,270-acre reservoir that attracts many recreational enthusiasts.

Like many smaller cities throughout the United States, a small dedicated staff oversees many of the day-to-day operations. That means everyone, including the mayor, is hands on helping citizens. But as information technology becomes more complicated in its variety, requirements, and integration with legal aspects of local government, it can be overwhelming to add its hassles to an already overburdened staff workload.

## Challenge

For many years, the mayor and city staff handled any technology needs and requirements for their city. That meant setting up their own computers and calling software, Internet, telecom, and hardware vendors for support requests. Not surprisingly, this essential work can get overlooked and even shelved when day-to-day tasks take over.

This frantic scramble to keep up with technology was a symptom of deeper problems. Without a dedicated person to focus on technology, the city also had uncertainty related to the reliability of its data backup, a compromised ability to respond to e-discovery or open records requests from using an email service that was difficult to support, and no website to communicate with citizens.

However, the potential high cost of hiring IT staff and upgrading the city's technology prevented Morehead from moving forward.

## Solution

Morehead solved these challenges by using KLC's "IT in a Box" service. Powered by Sophicity, "IT in a Box" is a complete IT solution for cities and local governments. The service includes a website, online payments, onsite data backup, unlimited offsite storage of backups, email, document management, Microsoft Office for desktops, server, desktop, and mobile management, vendor management and a 7-day a week helpdesk.

## Results

"IT in a Box" helped Morehead:

- Launch a high quality, user-friendly website.
- Mitigate the risk of data loss through onsite and offsite server backups.
- Ensure a highly available and dependable email system.
- Support its city staff 24/7 through ongoing monitoring and maintenance of all servers and workstations, coupled with 7 days a week helpdesk support.
- Mitigate the risk of paper document loss and increase document retrieval ability through a document management system.

Morehead also saved \$28,134 (or 60%) of the costs typically spent modernizing a city network of their environment and size.

➔ "We now have a level of security unimagined beforehand with constant monitoring and reliable offsite backups. I worry much less with the Sophicity team watching things for the City of Morehead." – Mayor David Perkins



Sophicity is an IT services and consulting company providing technology solutions to city governments and municipal leagues. Among the services Sophicity delivers in "IT in a Box" are a website, online payments, onsite data backup, unlimited offsite storage of data backups, email, document management, Microsoft Office for desktops, server, desktop, and mobile management, vendor management and a seven-day a week helpdesk. **For more information, visit [www.sophicity.com](http://www.sophicity.com).**