



## YOREL SUCCESS STORY: MUNICIPALITY MISSION ACCOMPLISHED

*Summary: Faced with a variety of IT infrastructure-related challenges, including moving its data center and 911 call center, a municipal government partnered with Yorel Integrated Solutions to provide the solutions.*

### **The Challenge: Multifaceted IT Needs**

The government of a small, dynamic city on the east coast of the United States was in continuous need of new services and upgrades for its servers, networking hardware and software, e-mail solutions, printers, monitors, and more.

The city required a trusted business partner to provide regimental and strategic upgrades to its IBM iSeries and Intel servers with very little downtime. And with its multiple servers spread throughout its facilities, it wanted a consolidated storage and backup solution. A 24/7 disaster recovery capability was an essential requirement as well.

The city also had a particularly critical need: moving its data center, including its 911 call center, into a new building. The move had to go flawlessly; after all, lives were at stake.

### **The Solution: A Trusted Name in IT**

In 1999, the city began partnering with Yorel Integrated Solutions for its IT services, and the relationship grew from there and continues to present day. Such solutions include iSeries, Power Systems and Intel server upgrades, e-mail system upgrades, storage, networking, business applications, and other critical systems.

The city's requirement for a consolidated storage, backup and 24/7 disaster recovery solution was met, thanks to Yorel's expertise. Now there is virtually no data loss nor downtime.

Thoroughly pleased with Yorel's overall work, the city asked the company to move its data center into a new building. With that center housing 911 call operations in addition to all of the city's critical records, "the risk of anything less than perfection was tremendous," said Todd Cannady, Vice President at Yorel. "This is the type of thing where if you do a great job, you wake up on Monday morning and life is normal," said Cannady. "If you mess up, on Monday morning your name is in the paper for taking down the 911 system."

The move went like clockwork. "We chronologically developed a plan that allowed us to shut down in a normal sequence everything they had, back it up, label it, pack it up, move it, and then start it all up again in the middle of the night. Cost-wise, we provided the city a 30 to 35 percent competitive advantage over other solution providers while thoroughly and accurately meeting the technical and logistical requirements. The actual move itself was very anti-climatic because it was planned so well."

The project was anticipated to take one to two days. The Yorel team accomplished everything in less than six hours; adhering to their standard precedent of completing projects on time and under budget. "Our experience and capabilities go far beyond moving data centers," he added. "We've proven repeatedly that we can assimilate many, many technologies into a cohesive infrastructure."

### **A Wide Range of Clients and Solutions**

Yorel certainly does not cater just only municipal governments. "We work across the board, throughout both the private and public sectors," remarked Brian Hale, Business Development Manager for Yorel. "Our focus is integrated solutions – hardware and software. We have customers with iSeries, Power Systems, Intel, Unix, and other types of servers, and have outfitted many of them with data storage and backup. And that's just one of many solutions we provide."

There's integrity inside the circle.



Yorel Integrated Solutions, Inc.