



INDUSTRY

Public Safety

KEY ISSUES

- ◆ System was outdated and needed an upgrade to support the latest CAD (computer aided dispatch) applications
- ◆ The system needed to be highly available and reliable
- ◆ Future upgrades need to happen with a minimum of downtime
- ◆ Technology costs were escalating

SOLUTION

- ◆ Implement a new server infrastructure with virtualization technology to make servers hardware independent
- ◆ Optimize existing resources to get the most “bang for the buck” from investments already made
- ◆ Utilize NeoTech monitoring and management services to increase efficiency and reduce expenditures

Jasper County Emergency Services reduces cost and increases reliability of its Computer Aided Dispatch system by utilizing NeoTech Solutions support services.

By incorporating the latest in server virtualization technology, shared storage and redundant networking, Jasper County Emergency Services (JASCO) and NeoTech were able to partner to ensure the network reliability and system performance required for a 9-1-1 call center. By utilizing NeoTech’s support services to maintain the system, JASCO was able to increase user satisfaction while simultaneously reducing cost.

The Challenge

The Jasper County Emergency Services Board, in operating its 9-1-1 Call Center affirms its commitment to provide competent, effective, prompt and truly responsive emergency telecommunication services to every resident of and visitor to the county. Meeting this commitment requires a computer aided dispatch system that they can depend on to be there when they need it most. The challenge is trying to maintain an advanced and highly available system on a budget that seems to get tighter every year. The maintenance of information systems require not only a significant investment of capital, but also an ever-growing investment of time. The time required to upgrade and maintain the system was becoming overwhelming.

Not only was the budget tight, but the system that was in place was getting old and becoming less stable. Hardware was reaching end of life the operating systems were no longer supported and the application software was in need of serious upgrades.



“NeoTech has worked hard to keep our prices down on equipment purchases and labor, as well as gone the extra mile when it has come to helping us research more cost effective ways of doing business from a technology standpoint. Their support is very responsive and caring and with 9-1-1 being 24/7, they take every support request seriously without delay.”

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The Solution

JASCO partnered with NeoTech Solutions to design and implement a new server and network infrastructure utilizing the latest in virtualization technology. Using this new design allows for complete hardware independence and redundancy. Should a server fail, another is already in place to make sure that the critical services vital to a modern 9-1-1 center stay up and running.

But implementing the new system core was just part of the equation. To get the most out of the new investment the system needed to be re-organized, simplified and optimized to make it as efficient as possible. NeoTech Solutions did just that. By documenting and optimizing each component of the system, NeoTech was able to help JASCO squeeze every bit of value from each dollar spent, all without adding to the staff or requiring additional time and effort of the existing employees.

The Results

After the implementation and organization phases were complete, NeoTech was contracted to work with JASCO on a day to day basis to keep things running smoothly. NeoTech now monitors all of the systems at JASCO on a 24 x 7 x 365 basis. The system is stable and downtime has been reduced to a minimum. Now the system operates smoothly and technology expenditures stay within budget.

The JASCO system now operates at a higher level of efficiency than before and is less complex to maintain even though the redundancy and flexibility have increased. JASCO is now better prepared for the future as the system is no longer tied to one particular piece of hardware. Future upgrades will be greatly simplified now that the servers are virtualized and can be freely moved from one piece of hardware to the next, even while in production. It is now possible for most server maintenance to be completed with no downtime at all, even hardware upgrades.