



Case Study

OnServe Provides a Small Community Government Access to a World-Class IT Management and Support Experience

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The Municipality of North Grenville, Ontario, serves approximately 16,000 residents. IT is critical to nearly everything they do. To deliver a full-service experience to their citizens, they depend on specialized software and platforms hosted completely in the Cloud. Managing and maintaining their networks, online connections, storage, back-ups, and security are all critical priorities.

The Situation: The Need for A Strategic and Fully-Managed IT Partner

When the Municipality had grown to a point where they could no longer rely on their one in-house technician to handle their IT needs, they knew it was time to seek out a managed service provider. On-going staff demands and ever-evolving network requirements required full management and monitoring that was too much responsibility for one person. Hiring additional techs to increase their in-house capabilities wasn't a feasible option, so they began the search for the right provider to help them optimize their IT infrastructure.

“Our IT needs grew in both size and scope and it was beyond the ability of one person to manage effectively,” says Katie Valentin from the Municipality of North Grenville. “Yet, we hadn’t grown enough to justify hiring multiple people with various skills and knowledge. So, outsourcing was our best option.”

The Situation: Partnering with An Experienced Managed IT Provider to Eliminate Technology Worries

After reaching out to a number of providers in the surrounding areas, the Municipality of North Grenville found what they were looking for in OnServe – a team who has years of experience working with municipal-based software and government IT.

From the very start, the OnServe team knew they could provide the Municipality of North Grenville with what they needed. Thanks to their experience working with other municipalities in the past, the OnServe team was well aware that small governments often struggle with tight budgets. However, just like larger governments, OnServe knows that they require effective IT management, cost-effective and secure solutions, strategic IT planning and consistent network monitoring.

“The scope of their IT needs was definitely not a job for one person,” says MaryBeth Hawkins from OnServe. “We were pleased that they chose us – based on our skill and experience – to provide them with an enterprise-level IT management and data security experience that is budget-friendly. From the outset, we were prepared to provide them with IT infrastructure solutions that support their industry-specific applications and databases.”



The OnServe Team worked quickly to set up a meaningful and strategic IT partnership that includes:

- Proactive IT planning through a Virtual CIO,
- Reliable software security,
- Consistent network administration,
- Unlimited support from the OnServe HelpDesk,
- Secure data protection with offsite backup management,
- Real-time network monitoring with a reliable alert system,
- On-going system maintenance and security patching,
- Mobile-device management and,
- Disaster recovery and business continuity planning.

Since partnering with OnServe the entire staff at the Municipality of North Grenville have truly noticed the difference that a strategic partner can provide. They no longer worry about the burden of overflowing IT responsibilities and they're now able to focus on serving the citizens they represent.

OnServe's technicians possess a vast array of knowledge that would be impossible to replicate with in-house IT individuals," says Valentin. "They have experience providing municipal IT services in Eastern Ontario, so they understand the unique needs and issues that we face.

"For example, our Municipality manages sensitive data, so having OnServe as our partner to implement security software and provide security guidance is a huge asset for us," continues Valentin. "They make sure that our data is always protected and available when we need it. Overall, their support and expertise keep us consistently productive and secure."

The Outcome: A Continually Reliable IT Partnership that Offers Unparalleled Support & Strategy

OnServe now works daily to provide an unmatched IT support and service experience for the Municipality of North Grenville. Thanks to OnServe, the Municipality of North Grenville now has an optimized IT infrastructure that keeps team members – both those that are onsite and those that are remote – productive.

Additionally, the OnServe team helps ensure that the Municipality complies with government regulations so they never have to worry about compliance issues with sensitive data. Furthermore, the strategic IT guidance from OnServe has helped the Municipality of North Grenville better serve and communicate with their constituents. The Municipality's team now has the ability to engage the communities they serve with technology, which keeps their service experience they provide modern and relevant.

"It's reassuring that when we call them with an issue, we speak directly to a live person," says Valentin. "When there's a problem, any member of our staff can access help desk support to have issues resolved fast and effectively. We can even send email tickets for non-emergency issues. Very simply, their team is always there to support ours."

"Most importantly, they stay on top of trends across the IT sector and provide us ongoing support and advice as we grow," says Valentin. "They're the proactive partner we were looking for and I highly recommend OnServe to other municipalities."

Are you looking for a professional IT provider to give you a cost-effective and enterprise-grade IT management and data security experience? Do you have industry-specific applications and databases that need to be effectively managed? If so, connect with OnServe right away! We provide municipalities and businesses in Eastern Ontario access to world-class IT management and support.

Contact us now for more information, or a complimentary review of your IT needs at (877) 996-6622.

