marlabs
driving digital agility

Managing private cloud for county government improves online services

Client

Our client is an urban county in the US located in the Washington DC metropolitan area. The county has a varied mix of residential and commercial entities. The client is committed to providing online services for its citizens.

Challenge

The County Council provides public services to the community as well as businesses. The county aims to enhance their services, decrease the cost of maintenance and support, and accomplish environmental sustainability. It aims to streamline and regulate services while decreasing costs. The main challenges faced by the county include:

- Reducing total infrastructure costs
- Increasing business agility
- Raising application availability

Marlabs Solution

The council chose Marlabs to improve the efficiency of their online services. Marlabs set up a secure hosted private cloud for providing online Web and content management services. Marlabs' solution included Windows Server management, backup, and recovery. We provided 24x7 infrastructure and application monitoring. We also provided remote database administration (DBA) services for monitoring and maintenance. During a crisis, data are at risk and are the hardest to recover or replace. This makes it important to have a sound recovery and backup plan to prevent any mishap and ensure business continuity.

Highlights:

- 24X 7 Global Command Center
- Metrics driven service levels
- 99.99% uptime
- Virtualized platform using VMware
- SQL Server 2005 clustering
- Google search appliance for faster search capabilities

Benefits ✛

- Single point of accountability as the service integration partner for IT infrastructure services and application management
- Accelerated transition without affecting service delivery

Technologies ⚙

- VMware
- Dell
- Microsoft Windows Server
- Microsoft SQL Server