

Empowering Gunter, Texas with Managed IT Services



CHALLENGE

Gunter, Texas, a rapidly expanding municipality, faced the significant challenge of modernizing their IT infrastructure within the constraints of a limited budget. With a small yet growing population, the city needed a scalable, secure, and reliable IT solution that could evolve with their expanding needs. They required immediate and efficient support for day-to-day IT issues, such as password resets, printer and scanner malfunctions, and workstation recommendations, without straining their financial resources.

SOLUTION

Isogent stepped in to provide Gunter with a tailored Managed IT solution that addressed their unique challenges. Recognizing the city's potential for growth and the necessity for a flexible IT setup, we deployed an RDP stack in the cloud, offering Gunter the benefits of our IT-PayGo model. This model ensured that the city only paid for the services they used, significantly reducing their upfront costs and allowing for budget flexibility.

To further support Gunter's immediate IT needs, Isogent offered break-fix services, swiftly addressing common issues such as password resets and printer/scanner malfunctions. Our team provided expert recommendations for workstation and environment upgrades, ensuring that the city's IT infrastructure could support its growth.

A notable achievement in our partnership was the rapid implementation of an SSTP VPN server, completed with a remarkable 4-day turnaround at the city's request. This deployment significantly enhanced Gunter's network security and remote access capabilities, a critical update that supported the municipality's expanding operations and remote work requirements.

BENEFITS

- ▶ **Scalability** | Our cloud-based RDP stack and IT-PayGo model offered Gunter the flexibility to scale their IT services in line with their growth, ensuring they could expand their infrastructure without the burden of substantial upfront investments.
- ▶ **Cost-Efficiency** | By adopting Isogent's Managed IT services, Gunter was able to optimize their IT spending, availing necessary services on a pay-as-you-go basis, which was ideal for their budget constraints.
- ▶ **Rapid Support & Resolution** | Our commitment to providing quick and effective break-fix solutions meant that Gunter's IT issues were resolved promptly, minimizing downtime and improving overall productivity.
- ▶ **Enhanced Security & Accessibility** | The SSTP VPN server implementation marked a significant upgrade in Gunter's IT security posture and remote access capabilities, facilitating secure and flexible work arrangements for the city's employees.

CONCLUSION

Through Isogent's Managed IT services, Gunter, Texas, has successfully navigated the challenges of modernizing their IT infrastructure while adhering to budget constraints. Our tailored solutions, rapid support, and scalable services have empowered the city to accommodate growth, enhance security, and improve operational efficiency. Gunter's journey with Isogent exemplifies how strategic IT management can propel municipalities forward, regardless of their size or budgetary limitations.

