

Client

State Government

A consolidated state government that provides infrastructure, project management and connectivity for all state agencies. The technology division is charged with developing policies and strategies to support the effective application of information technology within state government as a means of improving state services to the public as well as developing, implementing, and maintaining the technology infrastructure of the state.

Challenge

Within the last 5 years the state had consolidated, which meant all of the executive branch agencies' IT operations fell under one centralized office. This office was now responsible for managing and maintaining IT infrastructure across 100+ counties.

Not only was the state customer plagued by ongoing equipment loss resulting from dirty power, but they were also unable to effectively manage and support a power protection strategy across their expansive, physically distributed environment.

- + The equipment was mostly unmonitored. The state struggled with keeping up with their inventory and where equipment was located.
- + Field resources were dispatched to fix what was presumed to be network outages, only to realize they had UPS issues.
- + The state was submitting PO requisitions on a weekly basis for failed UPS devices.

Types of Offices

- + Cabinet of health and family services
- + Transportation cabinet
- + County clerk offices
- + Circuit court offices
- + Food stamp offices
- + Child support offices

Types of Equipment

- + Network switches
- + Network routers
- + Security devices
- + Active directory servers
- + Limited file servers

Solution

- + Install UPS devices in over 1,500 state offices to protect state-owned equipment from power events. Send out Volta's services team to every remote location to complete UPS installations, and to track what equipment exists and where.
- + Offload the task of managing and monitoring UPS devices to Volta's services team. Implement remote monitoring, ensure replacement stock is on hand, and immediately begin proactively supporting the customer's infrastructure.
- + Transform a critical infrastructure component from a capital purchase to an operational spend. Free the customer from the UPS business with an "as-a-service" model to improve infrastructure health and offload time-consuming field work.

Results

- + During the install process, Volta discovered a majority of network closets didn't have UPSs at all, which accounted for a large portion of switch failures. The half that did have UPS housed an amalgam of random manufacturers of varying ages. With the implementation of our UPS as a service solution, engineers from Volta calibrate and monitor the states' fleet of homogeneous UPSs to ensure optimal performance and uptime.
- + Expending valuable network engineer resources on UPS problems is no longer a massive pain point. Not only are the UPS devices completely maintained and monitored so that the lifecycle of the battery is managed proactively, but the customer doesn't have to utilize their internal team to work on UPS issues.
- + Volta owns the assets. The state pays a monthly operating expense, and if a UPS needs to be added or taken off the contract, it's just a matter of changing the quantity on the monthly billing. No asset tax has to be considered nor items entered into an inventory system. The devices are simply out there, working and being managed by someone else.

About Volta

We make your job easier by providing IT support, data center solutions, and managed services, on-prem or in the cloud.

Focus On Value

We excel in helping our clients to get the right solution for their needs, which often ends up saving them money and time. Our expertise and our commitment to get it right the first time keep our clients coming back to us.

Long-Term Relationships

At Volta, we want to earn your business for the long-term. We have maintained many of our client relationships for over a decade. Both sales and technical resources are as welcome in many of our clients' data centers as if they were coworkers. When something goes wrong, our people are right there with you, even in the wee hours, until the problem is resolved.

Wide Vendor Portfolio

Because of our strong client relationships we often have manufacturers requesting that we rep their solutions. We only take on new relationships when they are in the best interest of our clients.

I.T. Service Management Certified

Volta requires that all our engineers become ITIL certified.

Contact us today for your complimentary power assessment.