City of Bend, Oregon
Reliably connecting the city

The Organization

The city of Bend lies at the hub of Central Oregon, on the eastern edge of the Cascade Range along the Deschutes River. It's the region's center of commerce, culture and technology. More than 80,000 people live within the city limits and use city services. To manage all those services, the city has simplified its complex IT infrastructure thanks to its partnership with OneNeck® IT Solutions.
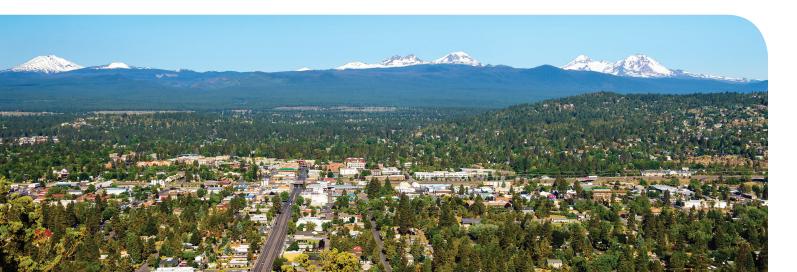
The Challenge

From 2000 to 2009, the population in Bend, Oregon grew from nearly 52,000 residents to more than 80,000, an astounding increase of over 54 percent. To keep up, the city's staff grew, as did the underlying IT infrastructure. The number of city servers multiplied and by 2011 had spilled out of their existing space. "When we ran out of room in the IT closet, we expanded into the office. We eventually converted two offices into server rooms and used the building's power and HVAC systems. It was not ideal," said Aric Ptomey, IT operations supervisor with the city. The makeshift rooms weren't designed to house high-powered servers and computer equipment. "We had three outages that were directly related to power and cooling, and when there's an outage, the city effectively shuts down" said Ptomey.

"Technology is so ubiquitous within our organization that even the street crews are impacted when the network goes down. Work tracking, scheduling and dispatching are all done through systems that are connected to the main data center," said Randy James, IT manager with the city. In fact, nearly all city services—police, fire, street repairs, permits, finance and more—rely on city servers in some way.

To build a rock-solid server room, the city had to make a significant capital investment. "We had an outside firm evaluate the space," said James. "It would have taken several hundred thousand dollars to make our facility secure and reliable enough to meet municipal standards. The city is so reliant on technology that there's not a lot that anybody can do for any extended period of time if we were to lose access to our data center, the concepts of high availability and disaster recovery are key to the city being able to function." To develop a secure, robust and fail-proof data center without investing hundreds of thousands of dollars the city of Bend turned to OneNeck.

The OneNeck IT Solutions Answer

James and his team evaluated many colocation facilities in Oregon. "We did several studies and looked around at our options," said James. "There really weren't any other data centers that offered the same level of security and reliability as the OneNeck data center in Bend. No one else could touch the capacity and redundancy built into the OneNeck facility."

City of Bend Summary

Organization	City of Bend
Industry	Municipal government
Business Challenges	Find reliable, affordable colocation for critical city IT systems
User Environment	More than200 users More than 12 Locations
Application	VMware

The data center in Bend features fully redundant power and data connections, along with on-site backup generators. It's a Tier III certified data center, which means it's guaranteed to deliver 99.9% availability. It also features 24/7 security and IT staff, biometric access at all entrances and tracking of visitors and staff. "Going with OneNeck really was a no-brainer," said James.

The city IT team of Robert Bussabarger and Stephen Aldrich moved their IT equipment to the OneNeck data center, consolidating the number of servers in their pool. "We were able to reduce the number of servers in our pool by almost half using virtualization," said James.

The team also connected the city's main offices to the TDS (OneNeck's parent company) high-speed fiber network, providing minimum 1 Gbps data transfer rates between all city buildings and the data center. The blazing-fast network also reduced latency among city buildings to almost nothing. "That connectivity is a big reason we decided to go with OneNeck and TDS" said Ptomey. "There simply isn't a faster network in Central Oregon and that gives us a tremendous amount of freedom."

The Benefits

The city hasn't experienced a single IT outage since moving to the data center. "The system just works," said Ptomey. "I don't have to worry about power, cooling, security or anything. Now I can focus on serving our customers: the city employees and the citizens of Bend. I can make sure applications are available and responsive. I can focus on improving the system, making it more efficient and capable."

"The new system is inherently more stable," said Ptomey. Previously, an outage at city hall, or even an interruption in the data connection at city hall, could disrupt the entire city network. "If we lost the connection to city hall, many critical services for other city facilities went dead," said Ptomey. "Now the OneNeck data center is at the center of our network. If we lose connection to one of our facilities for some reason, we won't lose access to services at the others."

The move to OneNeck has also saved the city money. "We avoided a substantial amount of capital costs and connectivity costs," said James. "Because OneNeck provides the connection and colocation, there's a substantial cost savings for us."

"The greatest advantage in the city's partnership with OneNeck, we needed to take our Achilles heel—our data center—away," said James. "I'm confident that with our move to OneNeck we've significantly reduced the risk of a failure."

About OneNeck IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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