Case Study

Complete Care & Protection
City Of Milford Enhances Network Security With RDI

Located in the Iowa Great Lakes Region, just south of the Iowa/Minnesota border is the city of Milford, Iowa. The Milford City Office is the central hub for all those involved in running the town, including Public Works, Parks and Rec, City Clerks, and City Council. With citizens expecting the same type of technology experience from local governments that they experience in the private sector, The City Office was looking to enhance their technology capabilities to better serve and digitally protect the community.

Given that Milford is a small town, the city needed a cost-effective and high-quality solution for their IT needs. City Administrator, LeAnn Reinsbach, reached out to a local technology company that was recently nationally recognized as one of the top managed service providers in the nation, RDI. RDI was more than happy to partner with the City of Milford and assist them in upgrading their technology.

The Challenge

As a small town with a consciousness on budgeting, Milford Municipal Utilities needed a cost-effective solution that didn't compromise on quality. They wanted a comprehensive solution to protect the data of the citizens they serve. With this goal in mind, RDI created a customized solution for the city of Milford to promptly secure and protect their servers, network, and email.

City Of Milford Requirements

1. Enhanced security strength – to protect their ever-evolving network and its users.
2. Email filtering – to mitigate against phishing attacks and spam during business use.
3. Budget-friendly solution – to take into consideration the life of systems, ongoing management costs, and evolving technology needs.

The Solution

- **Manage Their Servers** – updates and proactive management to ensure that daily operations aren't interrupted.
- **Email Services** – to manage and host business-grade email services with built-in layered email filtering.
- **Firewalls** – fully managed firewall security to ensure that the network remains secure and free of malware/ransomware.
- **Break-Fix Issues** – to provide proactive IT support so that city and municipal staff can focus on their daily operations and community services rather than technology issues.

The Implementation

RDI installed the solutions to secure and protect the servers, network, and email of The City Office. The custom plan consists of both break-fix and managed service solutions, including managed firewalls, servers, and email filtering.

RDI's managed firewalls deliver enhanced security features to safeguard data on the servers of The City Office. By partnering with industry-technology providers, RDI provides more robust security at substantial cost savings to Milford Utilities.

RDI's server services go beyond the initial implementation stage with our continued managed service and system education. RDI assists Milford Utilities in effectively planning for future upgrades, replacing components before end-of-life, developing management strategies for server infrastructure so they can budget effectively, and not risk server issues.

Another managed service RDI deployed is email filtering and defense services. This service protects the city from various email attacks that could compromise city operations. It also prevents spam from reaching the inboxes of staff, helping keep things organized.

Helping cement RDI as the optimal partner for The Milford City Office was our commitment to providing them Full-Circle Service. Full-Circle Service is our promise to all of our partners to offer post-service follow-up, timely responses, accurate communication, ongoing support, honesty, courtesy, and respect. Reinsbach noted why they chose to reach out to RDI for help, remarking, "We decided to go with RDI because of consistent, great customer service. RDI is certainly appreciated."

The Results

With assistance from RDI, The Milford City Office has experienced improved security and efficiency for their network and servers. Reinsbach can now rest easy knowing that The City Office is secure, and they're on a plan to effectively maintain their servers and save money in the long run. With RDI here to support their IT needs, The City of Milford is in good hands.