Dewpoint

CASE STUDY | **2022**

City of Lansing
Managed IT Services

Customer

The City of Lansing is the 6th largest city in Michigan, with over 112,000 residents. The City's Information Technology Department (IT) is the central point for computer services (applications, infrastructure, helpdesk, telecommunications, and security). Their goal is "Our strategic technology direction and innovative, secure, reliable, and integrated technology solutions enable City departments to provide the most effective and efficient service to our citizens."

Environment

Assisting the IT department and the City in the following areas:
- Program Management
- IT/Business Governance
- Technical Expertise
- Change Management
- Vendor Management

Challenge

The City faced dwindling budgets, a lack of ability to attract and maintain IT professionals, an aging IT infrastructure, and missing critical IT skill sets.

Solution

Dewpoint provides IT professionals embedded in the City for day-to-day support and special projects.

Results

Client satisfaction

Per Lansing's Chief Information Officer, Christopher Mumby:

"The City of Lansing made the decision to work with Dewpoint back in 2010. Since then, our partnership has grown. We've always been able to get the help we need when needed. We have Dewpoint team members embedded in our department to provide infrastructure support, project management, and client services. They are key members of our IT team.

Key Statistics
- 12+ years of support
- Increased backup success rates from 75% to over 99%
- Critical partner in implementing 311

The Dewpoint staff has the expertise that would be difficult to replicate, and the entire Dewpoint organization backstops them. We have also benefited from Dewpoint's experience with other clients. When considering new products or services, we often ask our partners if they have knowledge or experience with them.

Their infrastructure team, along with the Client Services Manager and Project Manager, are integral parts of the Lansing IT department and assist with day-to-day operations and long-term projects and planning.

Thanks to Dewpoint, the City of Lansing can meet the needs of City of Lansing departments and staff consistently and provide them with excellent service."

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