



Blackhawk Technology Consulting LLC

Blackhawk Case Study: Lane County Government

“While the technologies that we were implementing for our county-wide virtualization initiative were complex and daunting, the expertise and reliability of the team at Blackhawk Technology Consulting LLC were not. With their proven track record in the virtualization industry, strong partnerships and superior customer service, our once daunting project went off without a hitch. Blackhawk Technology Consulting LLC has become our trusted service provider and vendor for all future projects.”

- John Carreccia, Information Services Manager, Lane County Government
Eugene Oregon

Industry: Government

Challenge

When Lane County in Eugene Oregon, hired Blackhawk Technology Consulting LLC for outsourced IT services, they faced three main challenges:

- Lane County had a large and complex infrastructure and needed a county-wide, centrally managed solution to support more than 2500 various computing resources. Resources included applications, servers, networks, storage, PCs and laptops, PDA's and peripherals. Combined, these IT resources supported over 2000 users located in over 30 different office buildings scattered throughout the County.
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- The County wanted to deploy a cost-effective, thin-client solution based on the emerging technologies, virtualization.

- The County wanted to implement a virtualization and streaming solution which would work seamlessly with other third-party software packaging and deployment solutions. A key requirement was finding a solution for Lane County that would save on administrative overhead and related IT costs.

Blackhawk at Work

To tackle these challenges efficiently, Blackhawk Technology Consulting LLC assessed The County's computer environment which included virtualization and streaming technologies from Softricity, AppStream, NeoWare and VMware. Next, Blackhawk Technology Consulting LLC designed a virtual architecture which combined all technologies into one virtual environment and delivered a comprehensive plan with goals and deliverables. Within 3 weeks Blackhawk Technology Consulting LLC implemented its Virtual Test Lab Environment program which identified a robust set of services and solutions for consolidating all 2500 various computing resources. Documentation for operations, policies and procedures were delivered within 4 weeks and The County's IT team was self-sustained and trained on the new technologies in 3 days.

Today

Today, Lane County is doing more with less IT resources than ever before. As a result of Blackhawk's services, Lane County was able to reduce costly overhead by consolidating technologies and implementing a thin-client environment using virtualization technologies. By consolidating a majority of its physical servers, Lane County reduced the time required for testing and deploying system patches, new applications and upgrades, as well as the removal and cleaning of viruses and spyware. For example, The County was able to reduce server provisioning time by 50% and save \$150.00 per application each time an application was virtualized and streamed. Today, Blackhawk Technology Consulting LLC continues to service Lane County by providing high-level trouble shooting on critical IT issues including security and design maintenance.

About Lane County

Lane County was established on January 28, 1851 and was named in honor of the first territorial governor, Joseph Lane. Lane County is one of only two Oregon Counties (Douglas County being the other) to expand from the Pacific Ocean to the Cascade mountain range. The county seat is located in Eugene, Oregon; the principal industries of Lane County are Agriculture, Higher Education, High Technology, Forest Products, Recreation, RV Manufacturing and Tourism. The Department of Information Services (I.S.) is the County's central technology provider with two primary responsibilities: The first priority is to provide computer

and business information system support required by County departments and offices. These services include network services, systems support, application development and maintenance, and end user PC support. Our second responsibility is to provide the vision, leadership, and skills that will enable Lane County to provide technological innovation and improved customer service to the community. The Department of Information Services provides the County leadership necessary to effectively deliver information technology products, services, and support. In doing so, the department must always demonstrate careful stewardship of the taxpayers' dollars. The end result must lead to improved public service.

The RIS mission is to facilitate the effective sharing of information and technology among governmental agencies in and around Lane County, Oregon. RIS is a regional service provider that offers services to partner agencies as well as to other governmental entities. The RIS partner agencies are: City of Eugene City of Springfield Eugene Water & Electric Board (EWEB) Lane Council of Governments (LCOG) Lane County RIS also provides services to other regional service providers, including: Regional Land Information Database Regional Telecommunications Some of the other governmental entities that receive RIS services are: City of Cottage Grove City of Cottage Grove Police City of Florence City of Junction City Lane County Housing Authority & Community Service Agency (HACSA) Lane Workforce Partnership (LWP).

About Blackhawk

Founded in 2005 and privately held, Blackhawk Technology Consulting LLC has built its success and recognition on technical knowledge, award-winning customer service, superior support and integrity-offering businesses of all sizes a complete and customized virtualization services and solutions nationwide. Since its inception, Blackhawk Technology Consulting LLC has revolutionized the way that businesses assess, develop, deploy, purchase, support, and manage their businesses virtualization initiative.

Here at Blackhawk Technology Consulting LLC, we appreciate the trust that you have placed in us. We honor that trust everyday by acting as a true and reliable advocate for your business. Looking out for your best interest in everything that we do!

The Professionals That You Can Count On

Here at Blackhawk Technology Consulting LLC, we believe that your infrastructure is the foundation of your business. Our mission is to establish a solid, secure, and reliable foundation that saves you time, saves you money, and that saves you stress.

Helping Your Business Grow

We have helped organizations in the health care, financial, government, manufacturing, legal, travel, education and others to transform their IT infrastructure into a virtual infrastructure to not just support the business but to drive it to the future!

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