

Logically Elevates County Government IT From Fragmented to Unified

About Churchill County, Nevada

Churchill County is a county in the western U.S. state of Nevada with a population around 25,000. Its county seat is Fallon, which has long been known as the “Oasis of Nevada.”

Julie Guerrero is the Administrative Services Manager of Churchill County, based in Fallon, NV. She has been with the county for nearly seventeen years and was part of the initial hiring decision to bring Logically (then IQ Technology Solutions) onboard as the county’s managed services provider. The county has 240 employees, 180 workstations, and twelve buildings.

IT Challenge

When Logically first became the managed services provider for Churchill County, Guerrero knew the key to long term success would be building trust with all of the county’s stakeholders.

“In the beginning, what was difficult was transitioning from a fragmented approach with some of our departments under separate contracts with different companies, which were providing reactive support as opposed to proactive support like Logically was offering. We knew that, ultimately, the goal was to build a cohesive system serviced by the same company. However, this wouldn’t work without buy-in and trust from all our departments -- something Logically strived to earn from day one,” said Guerrero.

In order to become fully serviceable, the county had to commit to making some needed upgrades to its IT infrastructure. Each department within Churchill County came with its own set of unique needs and requirements from an IT perspective.

“We went in with eyes wide open and an understanding that in order to get to where we needed to be, we would have to make some major investments in infrastructure to be able to have all our offices serviceable.”

JULIE GUERRERO | Administrative Services
Manager of Churchill County

So, it was imperative that Logically really work to understand each departments' operations and translate that into their IT needs. Additionally, Churchill County is unique in that they own a telecommunications provider, CC Communications, so Logically needed to be able to fully integrate with their services.

Looking ahead, Logically will help Churchill County expand its security measures to ensure its environment is protected from any malicious attacks. "It's our top priority and will be for quite some time," adds Guerrero.

"Logically has done a fantastic job in making sure we are up-to-date on the latest advancements in the security space and helping us balance budget considerations with decisions on the best technology for our environment," Guerrero added.

"Logically recognized that our municipality was truly one-of-a-kind, given our county's support from CC Communications. They saw the potential with CC Communications' infrastructure and worked with them to help the county fully realize the unique options available to them (like having fiber connections between our buildings with private VLANs),"

JULIE GUERRERO | Administrative Services
Manager of Churchill County

Solution

In addition to implementing an opt-in program for employees with a standard work-from-home equipment package, GEM's desire to maintain a rolling state of business continuity preparedness is driven by their investors, who are perpetual institutions that expect their partners to stand the test of time. GEM's work-from-home kits include a Zoom Enterprise license, laptop, dock, two displays, keyboard and mouse. Now, during the current COVID-19 crisis, GEM employees are working comfortably from home with no impact to productivity.

"We have a complex environment and see value and ROI in having Logically as our MSP. Logically knows our user base, has good engineers and an excellent professional services team. They are not afraid to work long hours. Given the world's reliance on technology during difficult times, we are all IT companies now."

CHARLIE WEEKS | Director of Systems & Technology