Sanford Police Department undergoes data center redesign

BACKGROUND

The Sanford Police Department engaged NEWCOM through CentralSquare Technologies for the procurement and implementation of a new P2C server. A P2C platform is a technology software that enables organizations to plan and execute a product-to-consumer strategy as part of their overall operations.

THE CHALLENGE

To ensure a smooth transition, a thorough assessment of the existing infrastructure was conducted, identifying potential challenges such as power requirements, cooling solutions, and network connectivity. In collaborative efforts, IT staff and engineers facilitated the customization of the setup, allowing for optimal performance and compliance with operational standards. The continuous monitoring and adjustments were implemented post-installation to enhance functionality and ensure the systems met the needs of the department effectively. This proactive approach conducted not only minimized downtime but also reinforced the department's commitment to leveraging technology for improved public safety.

> "The value that NEWCOM brings to every project I've been involved in with them is a total solution delivery."
>
> - CentralSquare Technologies
> Andi Mucklow, Mike Marshall, and Brian Rennie

CUSTOMER PROFILE

Sanford Police Department, North Carolina, is committed to providing the residents of Sanford with the highest level of police service by meeting nationally set standards of police excellence through model policies, procedures and practices.

Sanford Police Department was in need of technology software for procurement and implementation of a new P2C server.

INDUSTRY

Public Safety, Software Development

CHALLENGES

- Power requirements, cooling solutions, and network connectivity

- Collaborative efforts on setup among IT staff and engineers

- Monitoring and adjustments to infrastructure

- Mounting challenges to secure equipment

PROJECT OVERVIEW

Sanford Police Department Transition:

Discovery Phase

- Needs Analysis: Our team conducted an in-depth analysis of operational statistics and gathered qualitative feedback from key stakeholders within the Sanford Police Department. This helped us pinpoint critical pain points, such as inefficiencies in data processing and challenges in data management that hindered their operational effectiveness.

- Solution Identification: Based on the insights gathered, we identified specific areas where our technology could have a significant positive impact, such as enhancing data accessibility, improving reporting capabilities, and streamlining communication within the department.

Configuration Phase

- Custom Calibration: We worked closely with the Client to tailor our solutions, ensuring they aligned with both immediate needs and long-term goals. This involved adjusting software settings and functionalities to cater to the unique workflows of the Sanford Police Department.

- Best Practice Comparison: Our engineers conducted a thorough comparison of the customized configuration against industry best practices. This included assessing security protocols, performance benchmarks, and user experience metrics, leading to additional refinements that maximized efficiency and usability.

Testing Phase

- Verification and Training: Extensive testing was carried out to verify the integrity and performance of the deployed solutions. We provided comprehensive training sessions for the department staff, equipping them with the skills needed to leverage the new systems effectively. This included hands-on workshops and access to support materials for ongoing learning.

Deployment Phase

- Impact Measurement: Following deployment, we implemented a systematic approach to measure the impact of our solutions against predefined objectives. This included gathering feedback through surveys and performance metrics to assess improvements in workflow efficiency and data management.

- Data Center Optimization: The installation presented some challenges, particularly with rack mounting. Our skilled engineers were prepared, providing necessary adapters and installation support to optimize the physical data center environment, ensuring that all equipment was securely mounted and properly configured.

NEWCOM

KEY INSTALLATIONS:

- **Windows® Server Installation:** Deployed a robust Windows® Server environment, ensuring a reliable foundation for application hosting and data management.

- **Rack Adapter Installation:** Installed specialized rack adapters to facilitate seamless integration of hardware, enhancing space efficiency and cooling within the data center.

- **SQL Server Installation:** Configured and optimized SQL Server for effective data storage, retrieval, and management, tailored to meet the specific analytical needs of the department.

- **Cable Management and Configuration:** Implemented organized cable management solutions to reduce clutter and improve airflow, thereby increasing overall system performance and reliability.

- **Network Configuration Programming:** Customized network configurations to ensure secure and efficient communication between systems, enhancing the department's ability to share information in real-time.

OUR PARTNER

CentralSquare Technologies is an industry leader in public safety and public administration software.

CentralSquare provides technology solutions that help over 7,500 public sector agencies deliver vital safety and administrative services to 3 out of every 4 residents of the U.S. and Canada. CentralSquare's mission is to innovate on behalf of the public sector to create the broadest and most agile software platform to help solve some of the most pressing issues facing local governments today.

CENTRALSQUARE
TECHNOLOGIES

Mike Marshall
CentralSquare, Sr. Director of Operations

SOLUTION SUMMARY

The Sanford Police Department successfully transitioned to their new production environment, which not only improved operational efficiency but also enhanced their ability to serve the community. NEWCOM's sales engineers commenced a thorough examination of relevant statistics while actively engaging with the client to identify key pain points and gaps that our innovative solutions could effectively address. With ongoing support from the NEWCOM team, we remain committed to ensuring that the department fully realizes the value of the solutions implemented.

NEWCOM