



Atlantic City Doesn't Gamble on IT Reliability

Link High Technologies Keeps the City's Systems Running

Challenge:

Wanted an experienced IT consultant
Needed installation of upgraded hardware and software

Solution:

Hired Link High Technologies

Results:

Comprehensive rebuilding of IT infrastructure
Reliable ongoing support

An international tourist destination renowned for its lavish casinos and famous Boardwalk, Atlantic City, New Jersey is also home to more than 45,000 residents.

In 2006, the city government made a decision to reduce costs by transitioning their computer systems from an internally controlled operation to one that would be monitored by an outside entity, contracted through the New Jersey Institute of Technology (NJIT). NJIT subsequently sought a subcontractor to handle the day-to-day operations.

"There were several companies that approached the city for this contract, but Link High Technologies was chosen for their expertise in providing professional network support," said Project Manager Phil Epps.

The Atlantic City government had already recognized the quality of Link High's professionalism when the company participated in a major infrastructure upgrade, in which new fiber cable was strung from top to bottom through two city buildings, which were then connected via cable across a wide campus. "Link High's performance in that project was excellent," said Epps. "They set the bar very high for anyone else to come in."

Atlantic City keeps the wheels of government turning with 12 servers, plus two additional servers at the city's fire Department headquarters. There are 350 total workstations and more than 500 users. Link High worked on new software installations, and provided both Help Desk and 24/7 network monitoring, a particularly critical task for the city's fire department servers.

“The ROI we received with our Link High contract was very good, especially considering the first year was our conversion from an internally controlled operation and other extra projects,” Epps said. “It’s an investment that has paid off.”

New projects are now being discussed in the weekly conference calls between the company and the City. Repair situations are rare, but when they occur Link High either handles them remotely or sends dispatch from its satellite office in Atlantic City.

“Link High’s previous experience with government entities has also been helpful. I came from the private sector, and I’m still getting over the culture shock of how slowly things sometimes happen in government and the amount of paperwork involved,” Epps admits. “But Link High Technologies specializes in those scenarios. They know how things move – or sometimes don’t move – in a different way than they do in the private sector.”