



# Innovative technology to serve a growing city

The City of Round Rock, Texas, uses virtualized Dell solutions to better serve residents, empower employees and prepare for the future



## Customer profile



<b>Company</b>	City of Round Rock
<b>Industry</b>	Government
<b>Country</b>	United States
<b>Employees</b>	850
<b>Website</b>	<a href="http://www.roundrock.texas.gov">www.roundrock.texas.gov</a>

## Business need

The City of Round Rock wanted to provide innovative technology to residents and employees.

## Solution

The city deployed Dell PowerEdge servers, Dell Wyse Cloud Desktops, and Dell Compellent SANs to consolidate servers, offer better tools and ease IT management.

## Benefits

- Technology tools that enhance employee productivity
- Cost-effective solutions
- Anytime, anywhere access to data
- Easier systems management and secure data
- Strong partnership with an eye to the future

## Solutions at a glance

- ~~Cloud Client-Computing~~

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*Brooks Bennett, Chief Information Officer, City of Round Rock*

Back in the 1860s, Round Rock, Texas, was a tiny rural town. Named for a large rock in the middle of a creek, the place was essentially a stopover for farmers moving cattle up to Kansas. Today, though, this thriving community is one of the fastest-growing cities in the United States, with more than 100,000 residents, three universities and four hospitals. It's also the home of Dell, which employs 16,000 people locally.

As more and more young, technology-savvy citizens move to the area, the city is striving to be increasingly innovative in the services it offers, whether it's computing services for police and fire departments or up-to-date computers in the local library. "We want to make sure we're on the cutting edge of technology," says Alan McGraw, the mayor of Round Rock. "We want Round Rock to be an innovator, like Dell is." But using the latest technology can be a balancing act for the city, as citizens' taxes help pay for any solutions. "Ultimately, we're spending their money on technology solutions, so we want to do whatever we can to make sure we're getting the best value," says Brooks Bennett, the city's chief information officer.

The city government also needs to give its 850 employees the best possible tools to do their jobs. "We want to offer technologies that help our employees get their jobs done faster, so we can be more responsive to our residents," Bennett says.

#### City implements virtualized environment based on Dell technologies

To respond to the technology needs of its residents and employees, the City of Round Rock began virtualizing its IT infrastructure. Initially, the city implemented several Dell PowerEdge R720 rack servers and virtualized many of its existing servers. "We had more than 80 servers in closets and under desks throughout the city, but now we've been able to consolidate that into two server environments—one in our city hall

data center and another in our police department data center," says Bennett.

Based on the success of this implementation, the city then invested in a virtual desktop infrastructure for its employees, deploying a cloud client-computing solution featuring 200 Dell Wyse Cloud Desktops for use with a new VMware environment. The city then deployed 75 Wyse Cloud Desktops at the library. The cloud client-computing environment is managed through Dell Wyse Cloud Client Manager, a software-as-a-service solution that the city's IT staff can use to securely manage, configure and support Dell Wyse desktops and select mobile devices from a single console.

The city also consolidated its data

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#### Products & Services

##### Services

Dell Solution Centers

##### Hardware

Dell Compellent SANs

Dell PowerEdge R720 rack servers

Dell Wyse Cloud Desktops

##### Software

Dell Wyse Cloud Client Manager

VMware



storage by implementing three Dell Compellent Storage Area Networks (SANs). Additionally, the city is evaluating Dell PowerEdge R920 rack servers for use in its data centers.

Throughout all of its Dell technology implementations, the city has taken advantage of the Dell Solution Center, a local technical support center in Round Rock. "The Dell Solution Center has been instrumental in helping us continue to build out our virtual desktop infrastructure," says Bennett. "The people there are an impartial group that really listen and understand our business needs, and partner with us to make sure we're making quality business decisions. Their support has been critical to us."

### **Serving citizens better and spending taxpayer dollars wisely**

City employees now have powerful technology tools that enhance productivity. "We have many different options now, from field workers using Dell Wyse Cloud Desktops to people doing sophisticated geographic information system work on high-end workstations," says Bennett. That means the city can offer citizens better service with the Dell virtualized infrastructure. "We can get our jobs done faster with the Dell technologies we have in place, so we can be more in touch with our citizens' needs," says Bennett. "Every minute we're not sitting at a desk processing data is a minute we can be out in the community having a positive impact on a resident."

The city has also been able to save money by implementing Dell solutions. "We've gone from 80 servers down to a handful, so from a power consumption

perspective there's a savings there," says Bennett. "We've also been able to hold the line on hiring new system administrators, because of the simplified management we have with the Dell Wyse Cloud Client Manager and Dell virtualized infrastructure. That's important, because at the end of the day, the residents are the ones footing the bill for this technology."

### **Giving employees easy access to data from anywhere**

The city's employees now have the flexibility to work from anywhere, whether it's in the office, at home or around the world, thanks to the Dell virtualized infrastructure. "We have 850 employees, and 400 of them are touched in some form by virtual technology," Bennett says. "The data that used to live on a hard drive with moving parts under a desk now lives in our data center and can be accessed from anywhere in the world. Our people have the flexibility they need to get their jobs done from anywhere in the world with the Dell virtualized infrastructure we've put in place. For example, our park rangers can be out in the field, and they have access to their full Windows desktop. So if somebody has an issue or concern about rules in the park, the rangers can take out their tablet and email the rules to that person while standing right there in the field. That's really empowering."

### **Simplifying IT management and securing data**

Round Rock's IT employees have been able to simplify IT management by using the Dell Wyse Cloud Client Manager. "Previously, any time we needed to update computers at the library, it took

our support team a full day to do all the updates on each machine individually," says Bennett. "But with the Dell Wyse Cloud Client Manager, we can essentially patch an image, push out the update and have all 75 computers updated in five minutes."

The city is also more confident that data is backed up. "Instead of having data stored all over town, we have a redundant, enterprise-grade storage system with the Dell Compellent SANs," says Bennett. "Our data is now being backed up at regular intervals to our disaster recovery site, so our employees can rest assured that when they save something on their virtual desktop, it's going to be safe and secure."

### **Partnering with Dell on technology for the future**

The city continues to work closely with Dell to ensure that Round Rock is a technology leader. "Dell has been a huge partner with the city, literally from the day they stepped foot here," says Mayor McGraw. "We have grown as Dell has grown, and they have been a great corporate partner within the community." Because of that ongoing partnership, Round Rock expects to deploy innovative solutions for years to come. "Dell has done a great job introducing us to the next generation of technology solutions, so we know in advance what's going to hit next," says Bennett. "There are things we can do today that we probably wouldn't have even dreamed of five years ago, and we're really excited to see where the next five to ten years will take us. Dell is a huge part of that."

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