

City of Hartsville

City receives 7x24 support of their IT environment, and guidance for future growth.

Due to a growing reliance on technology, city officials knew they needed 7x24 support of the city's IT environment. After investigating several options, the city chose VC3 to provide this service. In addition to providing 24x7 remote monitoring to detect potential problems and provide quick support to fix issues, the city realized other benefits.

- Access to a 7x24 help desk
- Guidance from a virtual chief information officer who acts as the city's part-time CIO to align the city's IT strategy with its overall goals while working within the city's budget
- Specialized IT engineering support
- End-user IT satisfaction tracking

