

## A New City: Stability, Trust, Uptime and Secure Network Access

### SITUATION

Incorporated in 2003, the City of Miami Gardens is a relatively new city in Miami Dade County (Florida). Miami Gardens operates City Hall, a police department, a community center, and a parks system serving approximately 110,000 citizens and 600 employees.

Tasked with improving and maintaining a highly secure network infrastructure, the city decided to outsource its network support. The city approached AIP US because of its expertise in technology infrastructure build out and management to build a custom scalable network and security solution along with a technology management service. In addition to the managed service Miami Gardens also asked AIP US for support on a Voice over IP solution and a wireless infrastructure installation.

Based on past experiences working with local governments and expert engineering knowledge in areas such as networking, security, wireless and voice, AIP US set out to create a custom solution and managed service specific to the city's requirements and budget.

### SOLUTION

AIP US implemented a custom Cisco centric network and security solution based on the detailed needs of the city. Cisco has become one of the leading manufacturers in the state and local governments' network and security arena by developing industry specific solutions. Since 2008, AIP US has provided the City of Miami Gardens with a managed network and security solution. The AIP US team works side-by-side the city's employees to deliver complete network management from configuration to new device installation and wireless usage reports. A highlight of the service is AIP US's capability to support the city's Police Department network on a 24x7 basis with troubleshooting and issue resolution. This feature of the city's managed service helps Police Department employees remain productive and able to effectively help citizens with minimal downtime.

#### The Solutions Requirements:

- Provide a robust service for monitoring network/security infrastructure
- Create an incident management/issue resolution process and service
- Implement Cisco Voice over IP solution
- Implement Meraki Wireless LAN solution

As a local government entity, network security is a high priority to Miami Gardens. Keeping its employee and citizen data secure and compliant with the Florida Department of Law Enforcement and Criminal Justice Information System's regulations is essential to passing annual network audits. City CIO Ronald



McKenzie reports “we have passed every network audit by FDLE/CJIS, every PCI-Compliance audit and I feel very safe having a CCIE monitoring my network 24/7. I trust AIP US.” AIP US supplies the city with a robust Cisco security service that addresses security from the network level, extending to devices (Firewalls and IPS) with threat detection and remediation recommendations.

Miami Gardens asked AIP US for a Cisco Meraki wireless local area network (LAN) solution to provide internet access to its employees and citizens. AIP US’s Cisco Meraki solution gives the city visibility into the network users, their devices, and their applications. Armed with rich analytics, administrators can quickly create access control and application usage policies, optimizing both the end-user experience and network security.

AIP US also implemented a Cisco Unified Communications Manager based Voice over IP solution at its new City Hall. The solution includes features such as contact center, messaging and integration with Microsoft Lync.

AIP US provides the following services to the City of Miami Gardens:

- Network Operations Management
- Security Operations Management
- Wireless Implementation
- Voice over IP Implementation

## **BUSINESS RESULTS**

The Cisco network and security solution implemented by AIP US is robust, secure, and scalable – meeting the exact requirements of the growing city. AIP US continues to provide a solid IT foundation, share best practices and remain the go to technology partner for the City of Miami Gardens. This partnership has allowed the city to better serve its government operations, functions, and citizens.

Result Highlights:

- The city’s network has been stable for the last six years under AIP US’s management.
- New services such as Cisco Voice over IP and Meraki Wireless LAN have been implemented.
- AIP US performed a smooth network, security, wireless, and voice infrastructure migration to the new city hall building.

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**Ronald McKenzie**  
*Chief Information Officer, City of Miami Gardens*