

Automate IT Services with Experience and Expertise

SITUATION

North Miami is a suburban city located in northeast Miami-Dade County, Florida, about 14 miles north of the city of Miami. Originally settled in the late 19th century, the current charter of the city of North Miami was established in 1952. The City enjoy a wealth of South Florida attractions and also participate in some of the Greater Miami area's numerous events. The City has a diverse population with many cultural sites including The Joan Lehman Museum of Contemporary Art (MoCA).

They City houses 11 public parks, 1 swimming pools, and 2 tennis court facilities. The city also has various city locations to provide various city functions. It is essential to provide a reliable, high-available, and secure technology infrastructure to support its government staff to provide citizen services. Based on experiences working with similar cities in Florida and the strong technical expertise AIP US has, the City has engaged AIP US for various IT projects and provide ongoing IT support services.

SOLUTION

AIP US has provided information technology solutions and services to the City of North Miami since 2012. Some of the major projects and services including:

- Provide ongoing architectural and design recommendations
- Provide ongoing issue escalation troubleshooting and resolution for voice, data, and security
- Implemented Cisco voice over IP solutions for North Miami Police Department
- Implemented MPLS based enterprise WAN network
- Implemented Cisco firepower based security solution
- Migrated City's voice service to SIP based voice solution
- Provided remote working voice and data solution during COVID

BUSINESS RESULTS

With the support of AIP US, the City has achieved some important highlights such as:

- The city has maintained a stable data and voice network over the years
- The city has maintained a strong security stance in protecting city's information assets
- The city has enabled many technology enabled services to its government and citizens
- They city has passed every PCI compliance audit

AIP US has provided essential services that enabled the City to provide robust IT service to the City and PD over the years. City Director of IT Ricardo Castillo commented "We have passed every PCI audit and have not had any major security breach over the years with the support of AIP US. AIP has always been ready and available to help when needed."