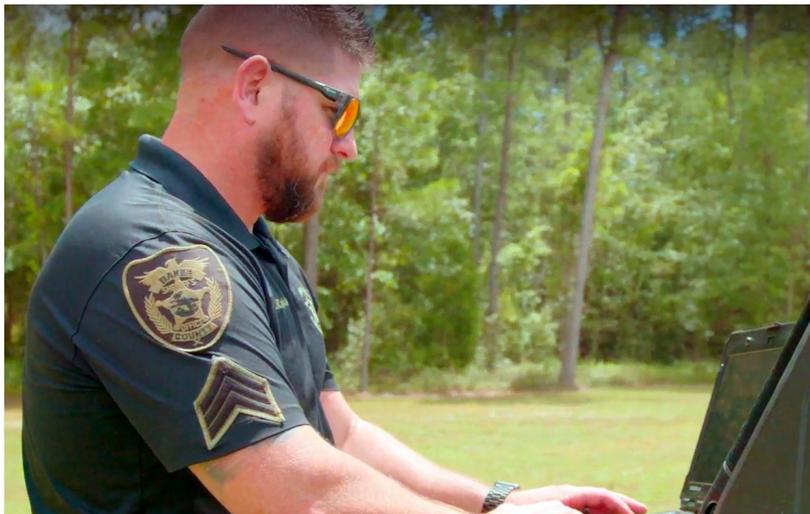




Protecting and serving citizens with empowering technology

Baker County Sheriff's Office can better protect and serve the community with trusted partner vTECH io acting as virtual CIO, providing reliable IT and customized payment solutions through Technology Rotation and PC-as-a-Service (PCaaS).



Decade-old, disparate technology was making it difficult for Baker County Sheriff's Office employees to protect and serve citizens. With growing staff and a tight budget, the Sheriff's Office needed the right partner to provide devices tailored to staff needs, financing and full lifecycle support.

Transformations



Baker County Sheriff's Office will stop at nothing to build a breakthrough to better serve its citizens, and vTECH io is equally dedicated to ensuring the customer has the technology, services and support it needs to be successful.



The Sheriff's Office increases its agility with flexible IT, which vTECH io enables by partnering with Dell Technologies.

Outcomes



Empowers employees with industry-leading devices, selected for each role.



Establishes set monthly payments.



Gains full technology lifecycle support.



Protects data with a backup environment.



Citizens rely on law enforcement to respond quickly to calls and offer immediate support. But when inadequate technology inhibits a Sheriff's Office's ability to work swiftly and efficiently, citizens' safety is compromised.

Outdated IT was standing in the way of Baker County Sheriff's Office. Established with the goals of improving the quality of life and creating a safe environment for the residents of Baker County, Florida, the Sheriff's Office's decade-old, disparate technology was hindering that mission.

"Our paramedics were entering patient data, but they weren't confident that information was successfully transmitted to the hospital," shares Randy Crews, Undersheriff at Baker County Sheriff's Office. "If a device went down, it would put an officer out of service."

With limited means to procure new devices, an IT team already stretched thin and no backup solution, the Sheriff's Office's technology looked grim for the future. The department expanded from 60 to 180 employees seemingly overnight but had the same budget of just \$50,000. Baker County Sheriff's Office quickly needed to create and implement an IT strategy that would enable staff to perform their jobs before antiquated solutions caused a catastrophic event.

"There were lives at stake," explains Chris McDaniel, vice president of sales at vTECH io. "Baker County Sheriff's Office employees required reliable technology to do their jobs."

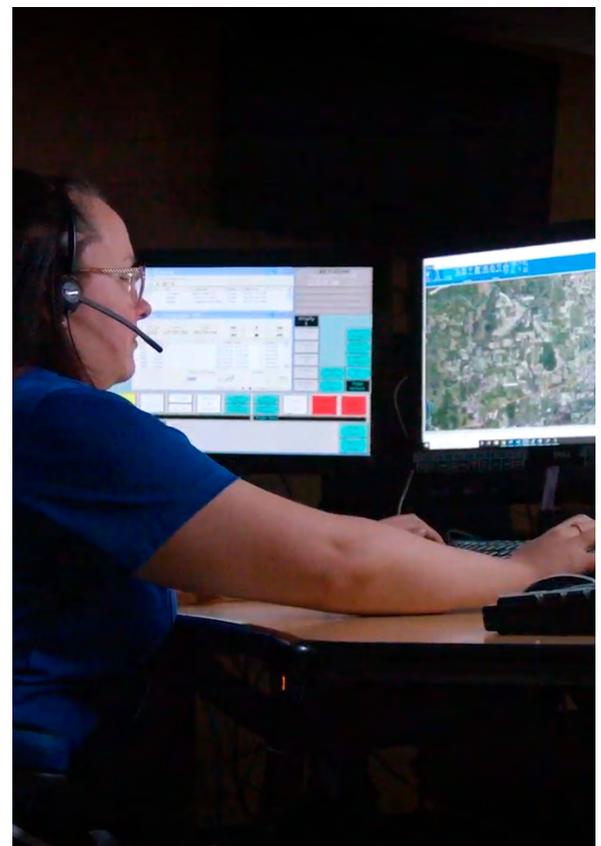
Balancing budget and safety

The Sheriff's Office needed help procuring technology and support with a limited budget. After evaluating several solution providers, Baker County Sheriff's Office selected vTECH io, a Florida-based system integrator and managed services provider that offers cybersecurity, data center and cloud solutions. By partnering with vTECH io and Dell Technologies, Baker County Sheriff's Office gained leading hardware, software, services, support and customized payment solutions.

"IT used to be a liability, but PCaaS and Technology Rotation make IT an asset. We couldn't have achieved all that ... without ... vTECH io and Dell Technologies."

Randy Crews

Undersheriff, Baker County
Sheriff's Office





“I thought ... finding and implementing the right technology would be a nightmare. But it was fast and seamless with PCaaS and Technology Rotation, supported by vTECH io and Dell Technologies.”

Randy Crews

Undersheriff, Baker County
Sheriff's Office



Each staff member has **a dedicated workstation** on their desk.

“We don’t just sell hardware,” says McDaniel. “We work with customers to understand the challenges they’re facing and find a good solution for them. We can enable staff at any organization because Dell Technologies is constantly innovating with the user in mind.” Collaborating with vTECH io, Baker County Sheriff’s Office matched the ideal devices to each employee’s role through PCaaS and will ensure all devices stay up to date with Technology Rotation. The Sheriff’s Office also secured reliable servers and networking, gained a backup system to protect data, and has the assurance that old devices will be responsibly and sustainably removed. This comprehensive solution comes with a set rate payment plan and is all through one provider: Dell Technologies.

“We can provide customers with full lifecycle support, from strategizing IT initiatives and providing funding to sustainably removing devices, because we partner with Dell Technologies,” shares McDaniel.

From endangering to enabling a lifesaving mission

Moving from obsolete to cutting-edge IT was an empowering experience for Baker County Sheriff’s Office. “I thought creating an IT strategy and budget, then finding and implementing the right technology would be a nightmare,” Crews shares. “But it was fast and seamless with PCaaS and Technology Rotation, supported by vTECH io and Dell Technologies.”

Baker County Sheriff’s Office modernized its employees’ experience with no upfront investment with PCaaS and now has a single provider to take care of any IT needs. The department’s budget is easily managed and there are no invoice surprises because the Sheriff’s Office has one set monthly rate. Perhaps best of all, employees didn’t have to wait long before getting their ideal device with PCaaS. Now, each staff member has a dedicated workstation on their desk; officers and executives have laptops; and employees in the field have Rugged devices. Every three years, devices are refreshed and sustainably decommissioned through Technology Rotation, a program from Dell Technologies that ensures Baker County Sheriff’s Office employees have secure and reliable technology and puts the pains caused by aging equipment permanently in the past.

“Our employees can better serve people and save lives because our solutions stay up to date with Technology Rotation,” Crews explains.

Helping the community and offering hope

Today, the employees of Baker County Sheriff's Office are equipped to fulfill their mission, but they know that many other organizations are struggling with the same challenges they had. To provide reassurance to other groups on their digital transformation journeys, Sheriff's Office employees and vTECH io are sharing their success story, made possible by PCaaS and Technology Rotation.

"We see companies that are confined to an impossible IT budget, and their organizations suffer because of it," McDaniel explains. "Now we can help them with financing solutions from Dell Technologies."

The Baker County Sheriff's Office IT transformation is a story of hope and shows how, with the right partnerships, anything is possible. "IT used to be a liability, but PCaaS and Technology Rotation make IT an asset," Crews concludes. "We couldn't have achieved all that we have without vTECH io and Dell Technologies."



"We can provide customers with full lifecycle support, from strategizing IT initiatives and providing funding to sustainably removing devices, because we partner with Dell Technologies."

Chris McDaniel

Vice President of Sales,
vTECH io



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