

Williamson County: digitally transforming government

Williamson County



State & Local Government | Texas, U.S.A.



“Dell PowerStore is nearly a ‘set and forget’ type product. This is critically important to us because we don’t have a lot of time to spend once it’s installed.”

Richard Semple

Chief Information Officer, Williamson County

Business needs

- Secure vast quantities of unstructured data, mission critical systems and VMs on trusted, reliable storage and servers.
- Simplify digital evidence management with scalable storage to manage an influx of new data.
- Improve employee and operational efficiency with innovative, cost-effective solutions.

Business results

- Successfully migrated 350+ virtual servers in just a few days with Dell PowerStore.
- Improved sustainability by reducing data center storage footprint by 94%.
- Reduced rack space, power, and overhead footprint for greater cost efficiencies with citizen’s tax dollars.
- Secured petabytes of crucial evidence data on Dell PowerScale.

Solutions at a glance

- [Dell PowerStore](#)
- [Dell PowerScale](#)
- [Dell PowerEdge](#)
- [CloudIQ](#)
- [ProDeploy Services](#)
- [Future-Proof Program](#)
- [Dell Technologies Solutions for Oracle](#)

Supporting one of Texas' fastest growing counties

Situated in the Austin Metro region of central Texas, Williamson County serves 600,000 residents. It's one of the fastest growing counties in the US.

The County is a public enterprise, with departments ranging from emergency services and HR to legal and judiciary. "Technology is critical to Williamson County's success," says County's CIO Richard Semple. "From our vital records to our emergency services to our court systems and jails; we don't have a department that could exist without technology."

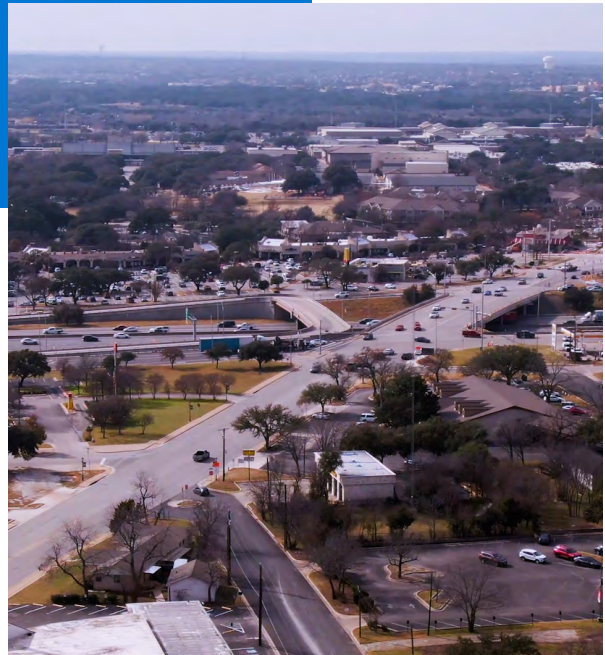
Williamson County's Technology Services is the agency providing each department with solutions. It works in partnership with departments to identify and implement support, deploying cost-effective technology to meet the County's needs. Recently, it received the 2021 Automation Project of the Year Award by MCCi (a Florida-based record management corporation) for its digital evidence management system (DEMS).

While the innovation was already there, the County needed powerful storage and compute to meet the demands of a growing population.

Simplifying administration and compliancy

Williamson County saw a 44% population increase over the last decade. It needed to handle that growth and increase in data, while maintaining the same service to citizens.

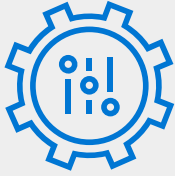
The criminal and justice departments required a secure, scalable solution to store huge volumes of data from its DEMS. This included data from county jail and court fixed camera systems to body-worn and in-car cameras for emergency services. Whilst processing over 20,000 cases a year, the system had to be compliant with the Michael Morton Act, enabling defense and prosecution teams to view all crime scene evidence.



"Williamson County now has a solution we can grow with as we increase our demands over time. This is incredibly important to us as we cannot afford to continue to rip and replace as new solutions become available. The PowerStore is going to help us do that."

Richard Semple

Chief Information Officer, Williamson County



Scalability
to meet
demand

With government officials and departments targeted by cyber-attacks such as phishing campaigns, securing data and mission-critical applications was critical; citizens' lives and property could be at stake if emergency dispatch systems had unplanned downtime.

While Williamson County had used a cost-inefficient, unsustainable 'rip and replace' approach, it now required a future-proof, scalable solution.

Delegating data to PowerStore

Dell PowerStore's high-performance architecture and built-in virtual machine support was ideal for running Williamson County's mission-critical applications and virtual servers.

The IT operations team collaborated with Dell ProDeploy Services to review pertinent information prior to going live with its new data environment. Once the PowerStore arrays were implemented, the IT operations team migrated over 350 virtual servers in just a few days.

Since implementing PowerStore, Williamson County benefitted from a 94% reduction in physical storage footprint — shifting from 32U of rack space down to just 2U in each data center — with a 50% increase in performance speed from its previous solution.

Rather than having to 'rip and replace' hardware, Williamson County can now scale to meet demand, saving valuable taxpayer dollars while enabling employees to focus on other priorities. Semple says: "Dell PowerStore is nearly a 'set and forget' type

product. This is critically important to us because we don't have a lot of time to spend once it's installed."

Responsive access to digital evidence

To support its DEMS and virtual environments, Williamson County implemented Dell PowerScale and Dell PowerEdge. Prosecution and defense teams can now efficiently access evidence while focusing on what they do best — delivering justice to citizens.

After implementing PowerScale, the County has expanded its capacity and ingested close to 1.5 petabytes of data between its



"We've been able to take our file servers, eliminate those and instead create shares on the PowerScale which cuts a lot of overheads running those servers."

Richard Semple

Chief Information Officer, Williamson County



“Given the mission critical nature of our workloads, our IT operations evaluates all solutions for reliability, scalability and uptime and has found that the Dell PowerEdge solution has best met our needs.”

Richard Semple

Chief Information Officer, Williamson County

data centers. If more storage is needed, it's as simple as adding more all-flash nodes to the array.

PowerEdge's high-performance CPUs are ideal for the County's Oracle databases, plus its VMware and Active Directory environments. The IT operations team then standardized its virtual environments on PowerEdge for reliability, ease of use and scalability for future growth.

To help manage the County's infrastructure across multiple sites, the IT operations team leveraged Dell CloudIQ. This simplified the management of its new PowerScale and PowerStore arrays, saving time and resources.

Transforming government with technology

Williamson County plans to leverage AI to analyze the data used by its law enforcement and judiciary departments. County clerks will be able to quickly locate the information they need — no hours spent sifting through databases required.

The County also plans to utilize Dell Technologies' Anytime Upgrade program. This enables flexible controller upgrades to enhance and expand PowerStore over time, maximizing investments and navigating future IT challenges with ease.

Summarizing the county's experience, Semple says: “Dell Technologies has worked with Williamson County for many years to provide creative, innovative solutions. Having a partner such as Dell Technologies in our data center allows us to have those solutions grow with us and be futureproof.”

[Learn More About Dell Technologies Solutions.](#)

[Contact a Dell Technologies Solutions Expert.](#)

DELL Technologies

Connect
on social

