CLOUD
MANAGEMENT SUITE

CASE STUDY

JEFFERSON COUNTY
SHERIFF'S OFFICE

THE STORY

The Jefferson County Sheriff's Office (JCSO), founded in November 1859, is the largest full-service sheriff's office in Colorado and one of the most progressive law enforcement agencies in the nation. JCSO has grown and advanced along with its communities, employing nearly 850 men and women, of which some 500 are sworn deputies, as well as 200 non-sworn employees and volunteers who provide services to approximately 190,000 residents in the unincorporated areas of the county.

Sheriff's deputies patrol around the clock, responding to emergencies and requests for assistance and enforcing criminal and traffic laws. Deputies work out of three community-based stations in the south, north and mountain areas of the county. In addition to providing law enforcement services, JCSO also maintains and manages a county jail. The county jail and the sheriff's office headquarters are located at the county government complex in Golden, Colorado.

THE CHALLENGE

As a progressive organization focused on citizen safety and public service, JCSO sought to simplify non mission related tasks such as information technology infrastructure that were critical yet time consuming. Because JCSO had an existing robust suite of products that required a complex configuration process— endpoint management was a constant challenge.

In order for the existing product to effectively serve the needs of JCSO, it was necessary to assign someone to the burdensome task of configuration or hire a consultant for an exorbitant fee, neither of which option was suitable for the agency. In addition to the absence of a discretionary budget, technology experts within the organization felt it was wasteful to continue putting money into a product that didn't work for them. After fours years of improvising, they realized the need for something easy to deploy and even easier to maintain.

Though we were using Windows Server Update services to deploy the latest Microsoft product updates to computers that were running the Windows operating system, it was lacking the patches for third-party products such as Java and Adobe Reader. In addition, it lacked automated patch delivery, which was problematic, not to mention time consuming for the IT staff who had to manually improvise.

DEAN DAVIS, IT SUPERVISOR

THE KEY ADVANTAGES

OUT-OF-THE-BOX FUNCTIONALITY

USER-FRIENDLY INTERFACE

AUTOMATIC SOFTWARE DEPLOYMENT

THE SOLUTION

With restricted budgets and even less to spare in time and manpower, JCSO researched different solutions that would provide the kind of cutting-edge technology they required.

Taking advantage of the Cloud Management Suite (CMS) free trial offer, they tested the product and found it provided a perfect solution.

Mr. Davis describes the Cloud Management Suite deployment process:

"Cloud Management Suite's implementation engineer guided us through the process with five one-hour sessions, which were great compared to other companies we have implemented products with in the past. I liked how the sessions were broken up—rather than information overload. We were taught so much in regard to proof of concept.

When we deployed, it was set up and scanning the target subnet in the first hour. It was extremely easy. I have to admit, I was not a huge fan of cloud-based products until we used Cloud Manage-ment Suite. It worked great, and with a 90% virtual environment, we didn't have to build a server for this. It is one of the easiest products I've ever set up."

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With Cloud Management Suite, we were able to deploy in 5 hours on 750 computers, what we were unable to accomplish in four years! I have a feeling that when compared to the other product we were using we'll be saving a significant amount of money—both on tech time and manpower.

DEAN DAVIS
IT SUPERVISOR

THE BENEFITS

The Jefferson County Sheriff's Office deployed Cloud Management Suite to 750 computers, identifying the ease of automated software deployment and tracking as the one of the most significant cost-saving benefits.

In addition, Cloud Management Suite simplified managing third-party products such as Adobe Flash, which will ultimately save unnecessary allocation of manpower.

Cloud Management Suite's predictive and advanced patch management abilities keep Jefferson County safe from vulnerabilities. Having a solid patch strategy is critical for police departments with growing threats in the wake of WannaCry, BlueKeep, and other major ransomware attacks.

With its powerful technology, Cloud Management Suite can find and fix threats before you know there's an issue. This efficient and powerful approach automatically keep desktops, laptops and remote users up-to-date with security patches and software updates from Microsoft and third-party vendors.

ABOUT US

Cloud Management Suite allows you to get the complete picture of your entire IT environment from the cloud. Automatically discover network devices, remotely deploy software applications and automate patch management. A single web-based console allows access to any device from anywhere.

Headquartered in Aliso Viejo, California, Cloud Management Suite is a growing and dynamic organization with offices in four countries and 12 partners in nine countries. For more information about Cloud Management Suite and how we've revolutionized IT systems management, visit **www.cloudmanagementsuite.com**.