



Third Time's the Charm for Montgomery Township

Link High Technologies Succeeds Where Other Tech Consultants Failed

Challenge:

Wanted professional network integration and consulting
Needed to update technology

Solution:

Hired Link High Technologies

Results:

Comprehensive server upgrade and configuration
24/7 IT service

New Jersey's Montgomery Township was established back in 1702, long before anyone had any need of IT support. Located in the southern portion of Somerset County, six miles from Princeton University and halfway between New York City and Pennsylvania, the Township is an historic 32 square mile community that is home to more than 22,000 residents.

Montgomery's Finance Department is responsible for all aspects of computerization for the Township. Included in these responsibilities is forecasting the future needs of the Township, updating and enhancing the Township's website, and evaluating request from the various departments for network needs.

"We're a small township, but we're fairly up to date for a local municipality. We have 8 servers, about 100 users on our system and as many as 20 portables," reports Lee Horner, the Network/Web Coordinator for Montgomery Township's Department of Finance. "Link High Technologies helped us to set everything up."

At the time Link High was first consulted, Montgomery had just one server with 5 people connected. That was five years ago. The Township recognized that expansions and upgrades were necessary, but getting there was easier said than done. They had previously hired 2 IT consultants, neither of whom improved the situation. "We heard a lot of promises, but things didn't happen," Horner said. "They were not as sophisticated or knowledgeable as they needed to be. I guess we didn't get their first team."

Finally, the Township turned to Link High. “They came on site, they upgraded our servers, configured another server, got all of the desktops connected and wired the entire building,” Horner said. For the next five years, Montgomery relied on Link High for all of their IT needs. “Sometimes we would come to them with requests, and they would check out our situation and make suggestions about what we needed. Over time they implemented upgrades as needed to keep us as current as possible, and to make sure we were running exactly what we need to be the most efficient.”

Glitches were rare, but when they occurred, the wait for repairs was never long. “Link High was always right there for us. Most of the repairs were handed remotely as our system had become more reliable and sophisticated; but when they were needed onsite, they arrived within hours - which is impressive considering we’re in central New Jersey, and they’re in the northern part of the state. When we were with Link High, I had absolutely no issues with them at any time.”

Today, Montgomery Township has a full-time IT technician on staff, but occasionally a situation will arise where there’s too much work for one person to handle. When that happens, Lee Horner knows exactly who to call. “We still ask Link High to help us out from time to time – and they always come through for us.”