



The City of Round Rock, Texas

Innovative technology to serve a growing city.

The City of Round Rock, Texas, is home to Dell. And what started out as a small town that was a stopover for cattle farmers on their way to Oklahoma has quickly grown to become home to more than 100,000 residents, three universities and four hospitals.

Round Rock is one of the fastest growing cities in the U.S. As more young, tech-savvy citizens move to the area, the city is focused on finding new ways to innovate the way city services are delivered.



The challenges



Equipping employees

Round Rock employs 850 people, all of whom need the best possible tools to do their jobs and be more responsive to residents.



Decentralized data

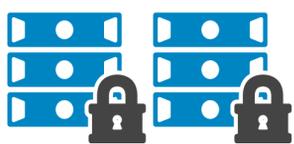
Data was kept on more than 80 different servers, housed in closets and under desks across the city.



Balancing costs with value

The city relies on taxpayer dollars to fund new technology, so it's important to weigh the value offered by each proposed project.

The solution



Server consolidation and virtualization

Servers that were previously spread across the city have now been virtualized with all data being housed in two secure data centers.



Desktop virtualization

A Dell Cloud Client-Computing infrastructure allowed the city to replace 75 traditional PCs at the library with compact, Dell Wyse cloud desktops.



Software as a Service (SaaS)

Round Rock IT staff can now securely manage, configure and support Dell Wyse desktops and select mobile devices from a single console.

Successes



Anytime, anywhere access to data

Employees now have the flexibility to work from anywhere, whether it's in the office, in the field, at home or in another country.



Greater responsiveness

The technology that keeps the city more in touch with its citizens also helps employees do their jobs more quickly.



Simplified management

Whereas it used to take the IT team a full day to update computers at the library, all 75 PCs can be updated now in less than five minutes.



Regular backups

Data is now being backed up at regular intervals to a disaster recovery site, so employees can rest assured their data is safe and secure.