

# Fiber Helps the City of Cayce Meet the Evolving Needs of Both Citizens and Employees



## Measures of Success:

- High network reliability to keep news, maps, files and emergency updates available to Cayce workers and citizens alike
- Better control over network configuration and updates so offsite computers run with the same applications used at City Hall
- Off-site data backup so City operations can continue even if there is a problem on the central campus

Like many local governments, the City of Cayce, SC, has seen its workforce outgrow its City Hall building. According to IT Director Roger Marini, as more and more employees were assigned to off-site facilities, he was challenged not only to provide them with Internet and e-mail but to enable remote workers to interact with shared files and folders as if they were on-site at the fiber-enabled City Hall campus.

## An affordable alternative for off-site locations

Marini recalls how "it was cost-prohibitive" to work with his previous service provider to connect the central campus to all the off-site offices. So, in 2012, when he learned about flexible and affordable fiber service options offered by Time Warner Cable Business Class (TWCBC), he was hopeful that his problem might be solved.

Marini says that by deploying TWCBC's Ethernet Private Line (EPL) point-to-point fiber solution

to connect four remote locations (and a fifth one soon) to the City Hall campus, Cayce can operate a distributed computing environment with remote employees located around the City able to collaborate on the same domain and over the same network.

## It's like working right at City Hall, but from any location

City of Cayce's point-to-point Ethernet configuration includes a 80 Mbps aggregate host connection at the City Hall with three 20 Mbps remote sites and one (soon to be two) 5 Mbps remote sites. For symmetrical, high-bandwidth upload connectivity, Marini relies on two Dedicated Internet Access (DIA) circuits from TWCBC: a 5 Mbps DIA circuit at the City's Waste Water Treatment Plant and a 30 Mbps DIA circuit at the City Hall. DIA service runs on TWCBC's redundant and private end-to-end fiber network.

## Customer Profile:

**Company:** The City of Cayce, South Carolina  
**Industry:** Government  
**Services:** Business Internet, Ethernet Private Line, Dedicated Internet Access, Fiber PRI



Roger Marini, IT Director, City of Cayce, South Carolina

***"TWCBC's Ethernet [service] was the most cost-effective way of linking our off-site locations back to our main campus—and it was the easiest solution, too."***

***—Roger Marini***



The TWCBC solution also includes Fiber PRI phone service. "Just one PRI circuit is needed," Marini notes, "because all our employees are on the same domain."

Marini's IT team found that tying all the locations together reduced the cost of having people work at remote sites. It also eliminated the security concerns of having employees use personal Internet and e-mail to conduct official City business.

## Leveraging new control and better back up

Having employees all on one network gives Marini's team better control over hardware and software configuration. They can also monitor what's happening with *any* of the City's computers and quickly download updates and software fixes so everyone stays up to date with the same applications and versions used in City Hall offices.

In addition to the Ethernet solution, Marini continues to rely on the up to 10 Mbps Business Internet originally installed at the City Hall in 1995. Marini says if there are any problems and his IT team is not on campus at the time, "we use it as our VPN line."

Having a 'back door' is a good strategy for business continuity as well. Marini has servers at several of the off-site locations. Not only can he store duplicate copies of data off-site, he can use the off-site locations' Internet connectivity as a work-around if there were ever a problem at the central location.

## Today's solution also opens a door to the future

In addition to a back door, fiber's functionality and scalability gives the City of Cayce a door to the future. Marini points out that a lot of cities have started videotaping or even broadcasting their council meetings. "We're not planning on doing that immediately," he says. "But, it's nice to know that if we want to we have the network in place so we can do it."

"Ethernet gives us a lot of flexibility," Marini adds. "Even psychologically, it's important that employees who don't get to City Hall on a daily basis are still tied into the City and have all the same [technology] benefits" as their City Hall coworkers.

From giving repair crews fast access to City maps, to letting managers share files and folders, to providing news about water main breaks or boil water alerts, Marini knows the fiber solution from TWCBC is a solid investment "because it really serves our citizens."



With over 100 technology employees dispersed around the City, TWCBC's Ethernet Private Line solution gives everyone a seamless connection to City Hall.

***"We're here to serve our citizens. So, we're not using fiber just because it's high tech. We need to maintain a connection to the folks we work for, and TWCBC has helped us do that."***

***—Roger Marini***

### About Time Warner Cable Business Services

Time Warner Cable Business Services, a division of Time Warner Cable, offers a full complement of business communications tools to small, medium and enterprise-sized companies under its Time Warner Cable Business Class brand. Its Internet, voice, television, network and cloud services are enhanced by award-winning customer service and local support teams. Through its NaviSite subsidiary, Time Warner Cable Business Services also offers scalable managed services, including application services, enterprise hosting, and managed cloud services primarily in the U.S. and U.K. Time Warner Cable Business Services, founded in 1998, serves approximately 625,000 business customers throughout Time Warner Cable's service areas. For more information, visit <http://business.twc.com>.