

We had a critical system that didn't work at all; and since implementing the NETGEAR system, I haven't had a single support call

Tom Simmons, IT Manager,
Public Defender's Office, 10th District

COMPANY NAME:
Florida Tenth Circuit Public
Defender's Office

COMPANY SIZE:
xxxxxx

INDUSTRY: County Court Services

COMPANY WEBSITE:
www.polkcountyclerk.net

GEOGRAPHIC REGION:
Bartow, Florida

CASE STUDY: COUNTY COURT SERVICES

THE VERDICT IS IN: NETGEAR® PROSAFE® EXCEEDS PUBLIC DEFENDER'S OFFICE EXPECTATIONS

BACKGROUND

Located in Bartow Florida, the Public Defender's Office, 10th District runs on an all-electronic records system that enables attorneys to immediately access files directly from the courtroom as well as other strategic locations with secured, organization-issued tablets. Everything the attorney might need throughout the case, including case records, evidence, video depositions, and histories is stored in a secure database that can be accessed wirelessly in real time. In addition to the courtroom, attorneys must have the ability to access the data from other locations, including their offices and homes.

PROBLEM/OBJECTIVE

INEFFECTIVE, UNRELIABLE ACCESS

The Public Defender's Office, 10th District had previously attempted to move to this paperless system using a Cisco wireless system. While the system technically worked, it was ineffective and failed to provide the level of connectivity required to make the migration. "The system absolutely has to work 100 percent of the time, because a person's fate is in the balance," says Tom Simmons, IT Manager for the Public Defender's office, 10th District. "If the wireless goes out while an attorney is in the middle of closing arguments in a first degree murder case, and the attorney loses the jury's attention as a result, that would have a major impact."

Tom received daily complaints about the Cisco system and the attorneys were losing confidence in the ability of the organization to meet their needs. Resolving this became a top priority of the elected Public Defender himself. Tom knew that he needed to find and implement a strong wireless system that would enable attorneys to access necessary data from internal systems and work in a fast, efficient manner. Now faced with the largest, most important IT project he's faced in his 20 years with the Public Defender's Office, 10th District, Tom turned to Eliot Lanes, President of Viable Solutions, for assistance.



SOLUTION

NETGEAR® PROSAFE® DELIVERS COMPREHENSIVE COVERAGE AND RELIABLE ACCESS AT AN AFFORDABLE PRICE

Eliot recommended a NETGEAR ProSAFE wireless system to provide secured wireless communications and meet coverage and access requirements throughout the nine-story courthouse building, as well as other strategic remote locations, while remaining within budget. Tom purchased 40 ProSAFE WNDAP660 802.11n dual-band premium access points to place throughout the courthouse and a pair of ProSAFE WC7600 wireless controllers (running in redundancy mode) to centrally deploy and manage the entire system from a single console. The access points provide the reliable, high-speed coverage and reliability they require and the controller simplifies the deployment and day-to-day management of the system.

Working side by side with Viable Solutions, Incorporated, Tom began putting everything into place and testing the system. Further complicating the plan, the main Public Defender's database the system would need to access was simultaneously being switched over to a new one. This was critical, because the system absolutely had to work on day one. "As we tested the system, Eliot and NETGEAR were 'all-in', providing quality expertise every step of the way," says Tom. "I wanted speed, but more importantly, I wanted it done right. Failure was not an option; there's too much at stake. The support I received from Viable Solutions and NETGEAR was simply amazing."

RESULTS

NETGEAR EXCEEDS EXPECTATIONS

The system went live three months ago and has already exceeded Tom's expectations. A serious issue related to secure access was resolved by NETGEAR support and development teams working closely with Tom and Eliot. They quickly developed and provided a firmware upgrade that permanently resolved the problem. The fix has now been incorporated into the firmware for all customers. "With any operation of this magnitude, you have to expect issues," says Tom. "But when those occurred, they were dealt with immediately and professionally. I've had support contracts throughout my career where I've wondered what I'm paying for; that's definitely not the case here with NETGEAR."

In all, the entire project, from the planning through implementation, has gone exactly as the Public Defender's Office, 10th District had hoped. "This was a major implementation and both Viable Solutions and NETGEAR worked with us from scratch," says Tom. "We had a critical system that didn't work at all; and since implementing the NETGEAR system, I haven't had a single support call from any of the attorneys!" Whereas attorneys had lost faith and confidence with the old system in place, they now come in each day with the full expectation that they'll have full access.

The project at the courthouse has been so successful that the Public Defender's Office, 10th District is now expanding the implementation to even more facilities. "I couldn't be happier," says Tom. "This was once considered a risky project, but now it's become the gold standard across the County."



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