



CITY SERVICES WITHOUT THE PAUSE:

How a Local Government Built Resilience Into
Its Technology



Replacing aging infrastructure with a Hyper-V failover cluster helped essential public services stay available through maintenance while reducing cost and operational strain.

Executive Summary

A local government body managing permits, licenses, taxes, bill payment, parks and trails, community and senior centers, and local utilities needed to evolve its technology environment to efficiently support its public-facing services 24/7/365.

Its aging infrastructure was causing downtime and service unavailability for constituents. Additionally, routine maintenance had become disruptive, expensive, and difficult to schedule for employees, who often had to push it to after-hours.

Attentus Technology helped the local government body implement a Hyper-V failover cluster supported by two host servers, a 10GB network, and additional hardware.

Now, the organization enjoys 100% uptime, including during maintenance periods, along with more secure operations and lower infrastructure costs.

About the Client

This client is a local government institution delivering a broad mix of administrative, community, and utility services that residents rely on within and outside a conventional nine-to-five schedule.

They manage:

- City permits
- Licensing
- Parks and trails
- Community and senior centers
- Residency, and more

For an organization like this, technology reliability is non-negotiable. The underlying infrastructure must support internal workflows and stay available at all times. I.T. staff must also be able to perform routine system maintenance without causing disruptions.

The Problem: Aging Infrastructure Made Every Maintenance Window a Risk

Technology that had once served our client well for years was approaching its end-of-life, creating a constant source of frustration.

For instance:

- The local government's aging servers and outdated software now caused extended downtime and availability risks for constituent-facing services.
- Infrastructure maintenance became much harder than before.
- Because of limited windows, the local government's staff had to perform updates and maintenance after hours, leading to unpaid overtime.

On top of these, there wasn't sufficient redundancy to ensure operational continuity when a system failed or during scheduled maintenance windows.

The existing setup extended risks beyond what the organization body could afford.

Why It Mattered

For a local government institution like this, technology failure is more than a mere inconvenience. It directly impacts public service.

Whenever there's downtime:

- Residents can't pay bills or taxes.
- Permit and license applications become unavailable.
- Utility and community-service workflows get interrupted.

That's why this local government body decided to improve resilience by working with a professional I.T. resource

The Attentus Solution

After listening to the client's pain points and uptime requirements, Attentus recommended setting up a Hyper-V failover cluster environment that would give critical workloads an additional host to run on when one host was being maintained or could not operate.

The environment included:

- Two host servers to support the clustered environment.
- A 10GB supporting network infrastructure.
- Additional hardware required for the new architecture.

Our team also helped the local government body migrate existing services into the new cluster and completely transition from the aging environment.

The Results

With the infrastructure upgrade, our client now enjoys:

- Continuous availability of critical services even during scheduled maintenance.
- Built-in redundancy through the new Hyper-V cluster environment designed to keep operations moving if one host becomes unavailable.
- More secure, consistent operations supported by the latest technology.
- Lower I.T. costs after phasing out legacy equipment and software.
- Less maintenance disruption, meaning staff no longer have to treat every routine update as a choice between service availability and system upkeep.

The biggest win, however, was operational confidence. Our client gained an infrastructure that better aligns with their needs and delivers 100% uptime.

Designing Infrastructure Around Continuity

When a government body's server goes down, constituents don't experience it as a failed server, but as a service they can't use. They see the bill they can't pay, the permit they can't submit, or the utility service they can't access.

In that context, government technology should be planned around the continuity of public services, not just the lifespan of individual devices.

The underlying infrastructure design should let staff maintain, update, or recover components without taking essential services offline.

That said, redundancy is not simply about owning spare hardware. It requires an architecture that can move critical workloads between hosts, a supporting network fast enough for the design, and a migration plan that turns the architecture into a working environment.

That's where Attentus Technologies comes in.

The Attentus Difference

When the government body tapped Attentus, our team didn't just replace the aging tech stack and call it a day. They completely redesigned the infrastructure to provide redundancy during outages and maintenance windows.

We combined hosts, networking, and supporting hardware into one working solution, guided the migration from aging systems to the new Hyper-V failover cluster, and clearly explained to stakeholders what was changing and why it mattered.

That's what we mean when we say we "Deliver Exceptional Results" and "Keep I.T. Simple."

If one of your servers went offline today, which essential government services would stop with it?

Don't wait to find out.

Schedule an infrastructure resilience assessment with Attentus.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

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