IT Services for Municipal Governments and Emergency Call Centers

Information technology (IT) requirements of municipalities, cities, towns and emergency call centers have never been more demanding and complex. IT continuity, security and compliance are mission critical, while fast-changing technologies make it difficult to keep up. At the same time, IT spending must be managed efficiently. In sum, municipalities and emergency call centers need to get smart about IT management and spending, without compromising service and performance. This is especially true for emergency services, where system failures can truly be a life-or-death situation.

Our Team Is Your Team

Prescient Solutions provides complete IT services to municipal governments and emergency call centers, effectively becoming your IT department. Prescient accomplishes IT excellence with experienced, on-site engineers coupled with 24x7x365 remote monitoring and Helpdesk services. We bring a playbook based on years of experience working with municipalities and emergency call centers, but tailor it to your locality's specific needs and environment.

Fixed Fees or Shared Service Options

Prescient Solutions' municipal and emergency call center IT services are available on a fixed fee basis. IT projects and custom development can be quoted on request.

Another popular alternative is a shared services model, whereby a municipal or emergency call center can share fixed IT costs with other municipals or 911 call centers. With shared services, you get the combination of on-site engineers, coupled with 24x7x365 monitoring, alerts, and emergency services.

Prescient Solutions works with over 25 municipalities and emergency call centers, of all sizes and types. Prescient IT implementations span all departments from city hall, to police and fire, school districts, and the largest, consolidated emergency call centers.

Prescient certified engineers can provide the following:

- Upfront assessment and periodic audits of IT systems and issues

- 24x7 remote monitoring, alert and documentation systems

- Emergency services and problem resolution

- Implement effective data protection & security

- Manage backup & disaster recovery processes

- Server, network, IP telephony, mobile, and cloud solutions

- Apply necessary patches and upgrades

- Manage vendor relationships including RFPs and negotiation

- Evaluate & migrate to cloud technology options

- Develop a strategic technology plan to support future growth

- Tap into the same level of expertise available to big companies

- Timely reporting

Request a Complimentary Municipal/911/Shared Services Assessment