

City of Wauwatosa Triples Data Speed and Bolsters Network Protection with SSL-VPN-based Managed Security from Time Warner Cable Business Class

THEY MAY NOT REALIZE IT, BUT THE EMPLOYEES OF THE CITY OF WAUWATOSA RELY ON TOM OTZELBERGER EVERY DAY.

As the IT manager for Wauwatosa, a Milwaukee suburb of 47,000 residents, Otzelberger plays a key role behind the scenes. He and his staff are responsible for managing the telecommunications network that supports hundreds of desktop computers, laptops and other essential equipment used by city employees. These workers staff three fire stations, one police station, an offsite police booking room and all of the Wisconsin city's central offices.

"Anything IT-related is under our umbrella," said Otzelberger, a 19-year veteran of the Wauwatosa government staff. "In an organization such as ours, we each have to wear a lot of hats. And we always have to try to get the most we can out of our budget."

That need for efficiency was one reason why Otzelberger became concerned that his telecommunications infrastructure needed to be improved. In particular, he felt that his network firewall and managed security vendors were underperforming for the amount of money being spent. The quality of service was spotty, customer care was inconsistent and slow to respond – and the networking monitoring services were increasingly expensive.

So, when his firewall/managed security contract was up for renewal, Otzelberger decided to review his options.

"I had four specific requirements," he recalled. "I needed a provider who would give me a consistent monthly bill, network monitoring, network management, and no new expensive hardware to purchase. Most importantly, they had to be experts, and available 24/7 – because our public safety services are on call 24/7."

Ian Favill, account executive for Time Warner Cable Business Class (TWCBC), answered the call with a Managed Security proposal. While TWCBC was already providing network redundancy for the City via its high-speed, hybrid fiber-coaxial network, Otzelberger was initially skeptical.

"The proposal had everything I needed," he noted. "But you wonder, 'Can they deliver?'" He would soon find out.

Otzelberger decided to sign on, and within weeks TWCBC field technicians and engineers seamlessly converted the City of Wauwatosa from its previous solution to TWCBC's Managed Security service. A key component of the service was an innovative, hardware-based secure socket layer virtual private network (SSL-VPN).

An advanced, but easy-to-deploy service, Managed Security ensures that authorized users can access the City's in-house network applications – servers, email, directories, file sharing, databases, remote management tools – using any standard Internet browser from any computer. Thanks to such advanced tools as data and user authentication, encryption and firewalls, the SSL-VPN provides the highest levels of security in a simple, easy-to-access system.



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Tom Otzelberger, IT manager
City of Wauwatosa



"The advantage of an SSL-VPN is that end users do not need to install client software on remote computers, and that authorized users can securely – but easily – access the network at any time," explained Favill.

But beyond the essential security elements, the City of Wauwatosa's "new" broadband network offers blazing speeds, thanks to a tripling in network capacity at what was, for Otzelberger, a very reasonable price point.

"Time Warner Cable gave me an Internet connection that is more than three times faster than what I had," Otzelberger marveled, of the 5 Mbps data speed of his new broadband connection, up from the 1.5 Mbps of his previous T-1 service. "It's faster, and we're saving a lot of money."

Otzelberger now has the predictable monthly fee he wanted. And, although adding some new services to his service package, the City is saving nearly 33 percent in telecommunications costs each month.

"What impressed me the most is that Time Warner Cable listened to what we needed, and created a plan to provide it," he recalled. "Other companies just tried to sell us what they had."

Another important component was customer service, and they have delivered on that promise, too, Otzelberger noted.

"The Internet connection just never goes down," he said. "And the few times I've had a question and called them, I get an answer or a fix within 15 minutes. I really have no complaints."

TWCBC's Managed Security service offers business and government clients a simple, reliable and affordable security solution throughout their LAN/WAN environment. This advanced system ensures security of the mission-critical data that resides on an internal network or that travels over the Internet.

"I can sleep well, knowing that the network is safe and Time Warner Cable Business Class service experts are always available to me," Otzelberger said.

For more information about Time Warner Cable Business Class products and solutions, visit www.twcbc.com or call 1-866-TWC-4BIZ.

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Actual speeds may vary. Some restrictions apply.

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3 times faster than T1 line claim is based on TWCBC maximum download speed of 5.0 Mbps vs. the standard T1 line's maximum download speed of 1.5 Mbps.

About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small- and medium-sized businesses and enterprise-sized companies. Its data, voice, video and security solutions are enhanced by award-winning customer service and local support teams. Time Warner Cable Business Class was founded in 1998, offering high-speed Internet service as Road Runner Business Class. Today, it serves more than 280,000 business customers in Time Warner Cable's 23 divisions.